Ducati Document Viewer *Help Guide*

Overview

The *Ducati Document Viewer* portal is a dedicated site for the consultation of the technical documentation.
The available documentation is related to all motorcycle made from the begin of 2013.
All documents are structured about the family products and about the production model year.
The *Service Manual* electronic *pendrive* is a USB memory device which is intended to contain all Ducati technical documentation, for a specific model year. The scope is to get the chance, even without any internet connection, to have access to all technical informations.
The device is designed to receive updates, following an automated procedure, by establishing a connection to the *Document Viewer* portal.
This document has the purpose to inform and briefly teach to the usage both of the *Ducati Document Viewer* portal which of one *Service Manual* device.

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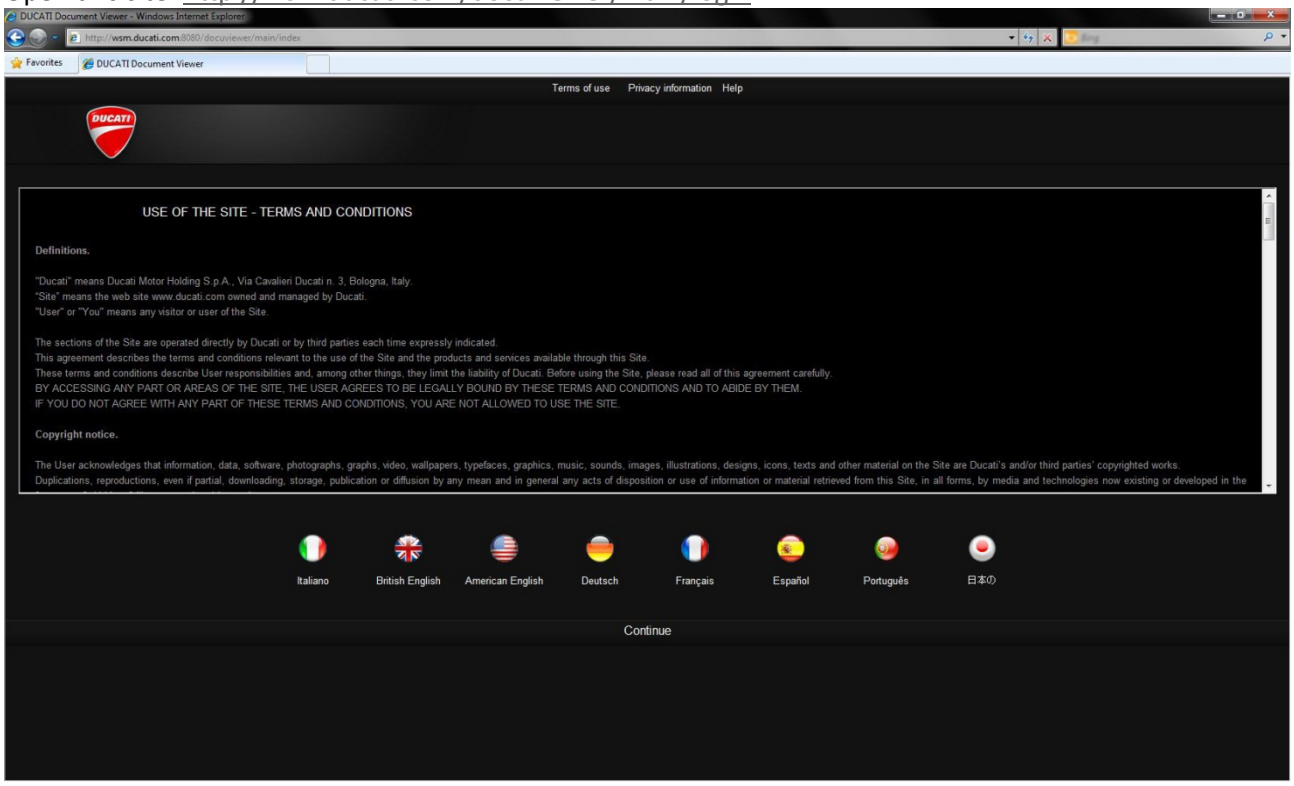
Using the Ducati Document Viewer portal

Access to the portal

Open this site: http://wsm.ducati.com/docuviewer/main/login.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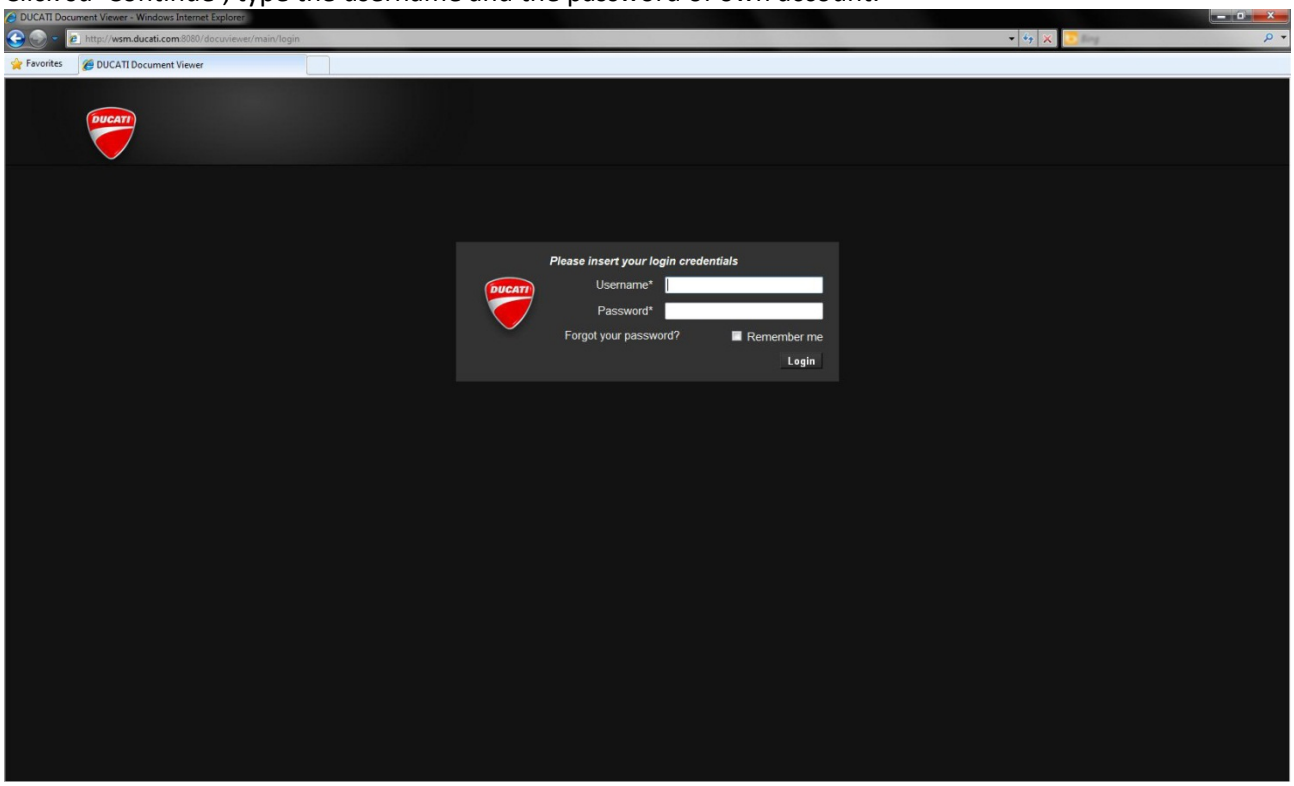
Italiano
British English
American English
Deutsch
Français
Español
Português
日本の
Continue

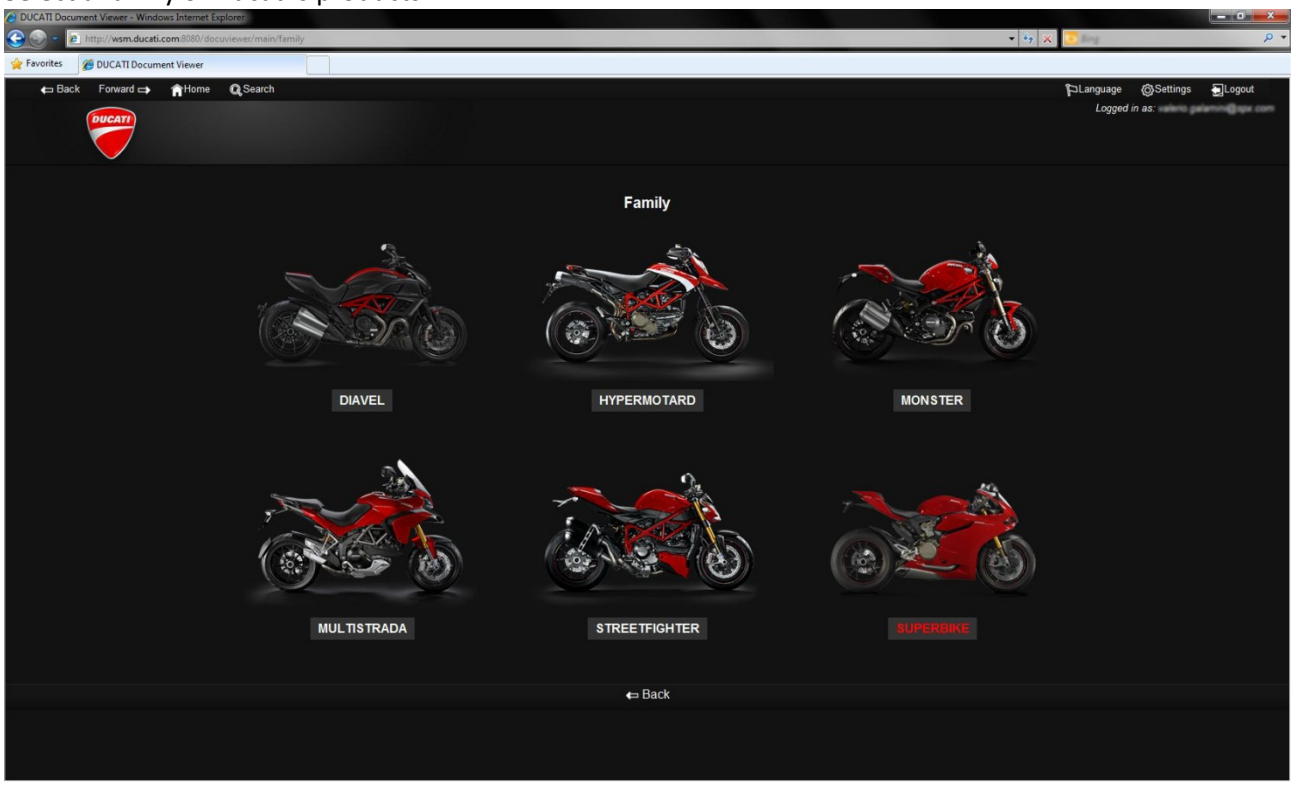
Click su 'Continue', type the username and the password of own account.



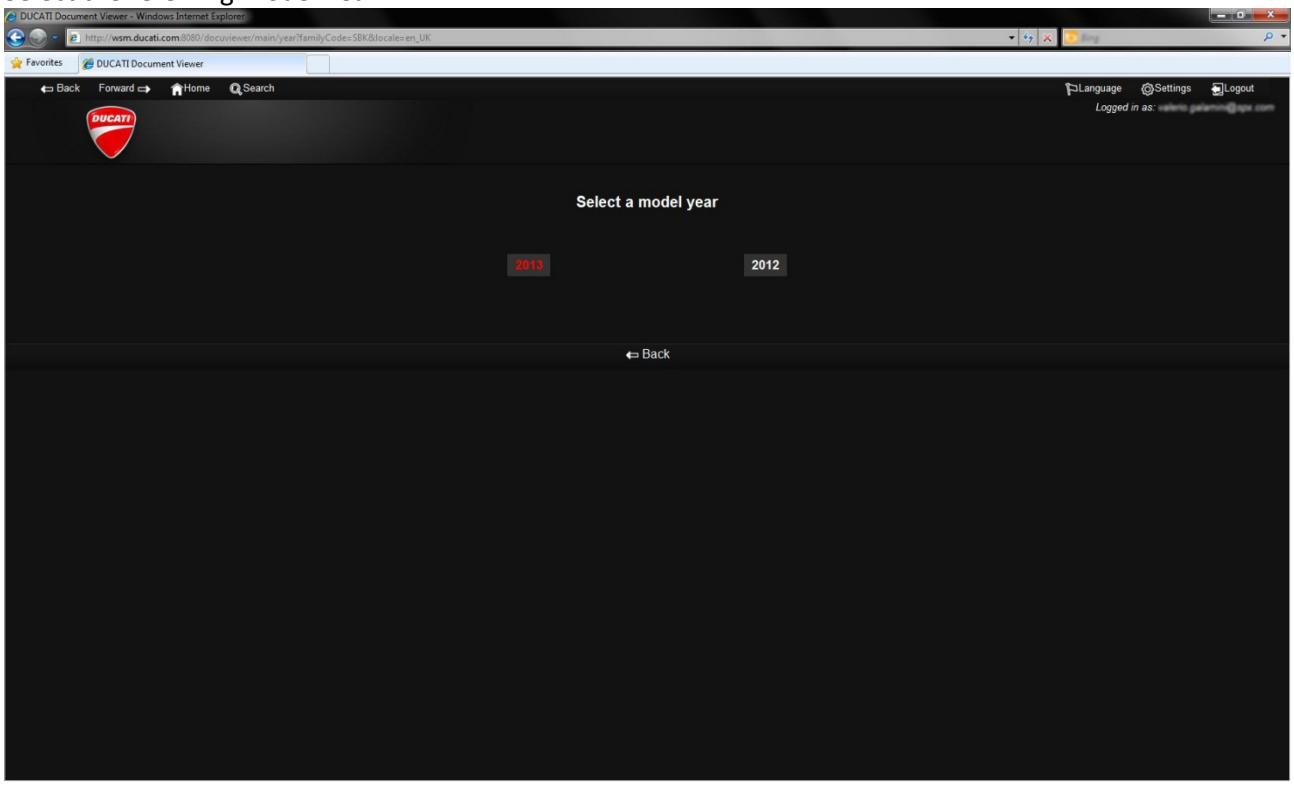
NOTE: to activate a own account, is mandatory to buy a Service Manual pendrive, and proceed with the activation procedure.

Using the portal

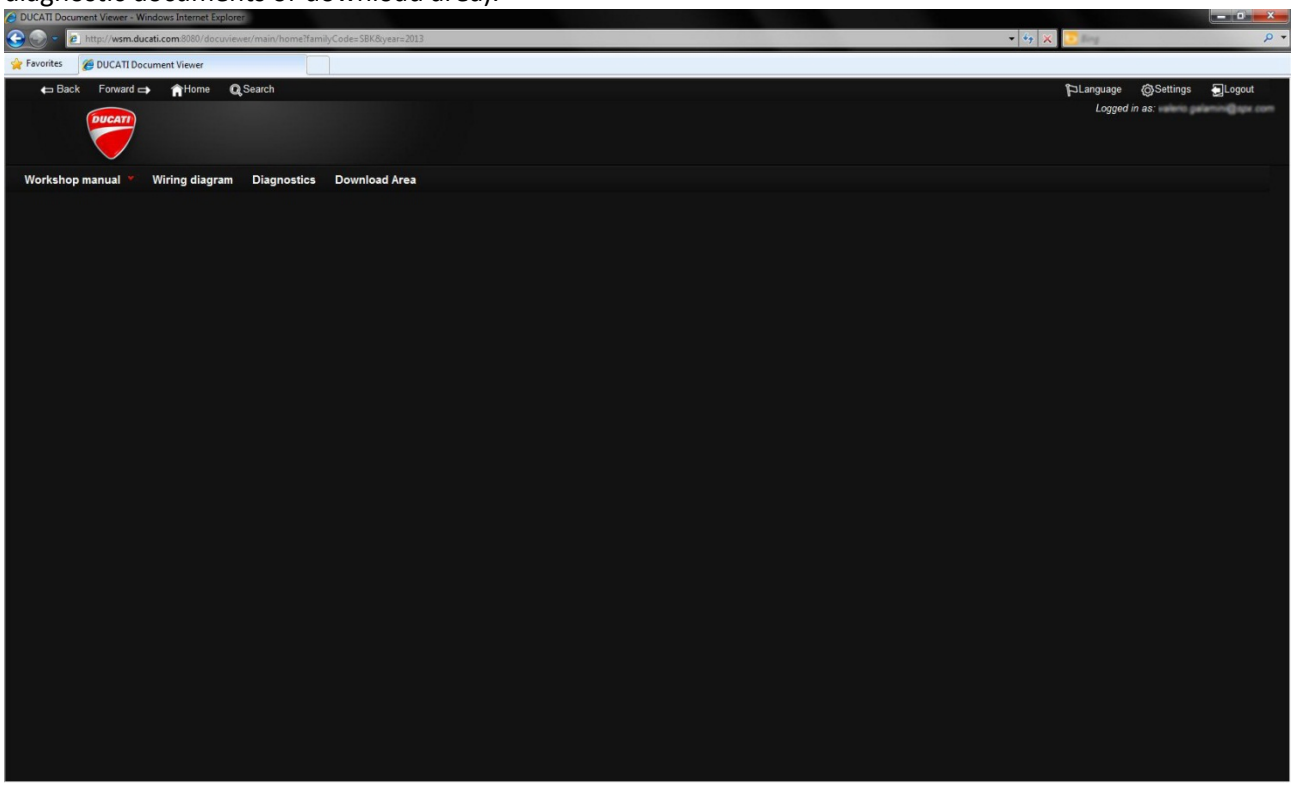
Select a family of Ducati's products.



Select the referring Model Year.



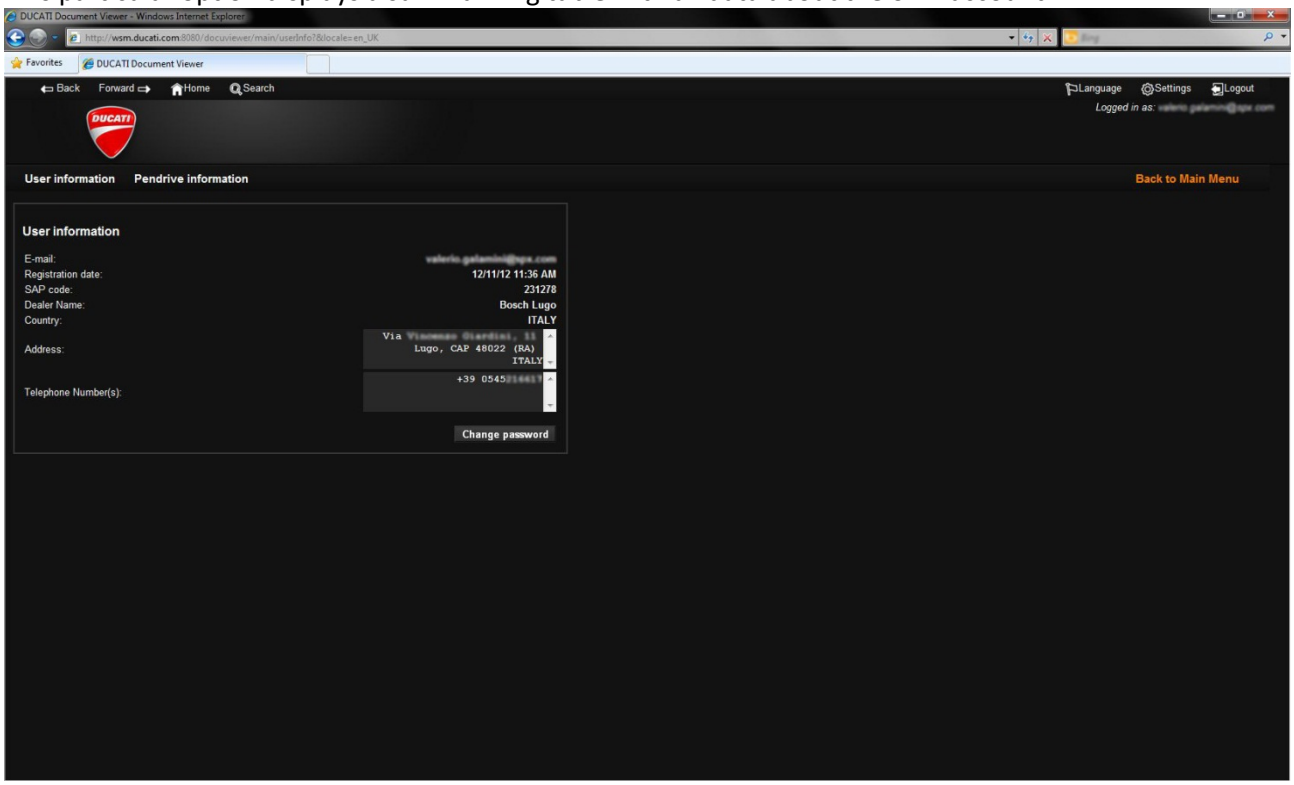
The upper menu bar brings the options of search, settings and navigation.
The lower menu bar brings the options to display any documents (workshop manuals, wiring diagrams, diagnostic documents or download area).



Specific functions

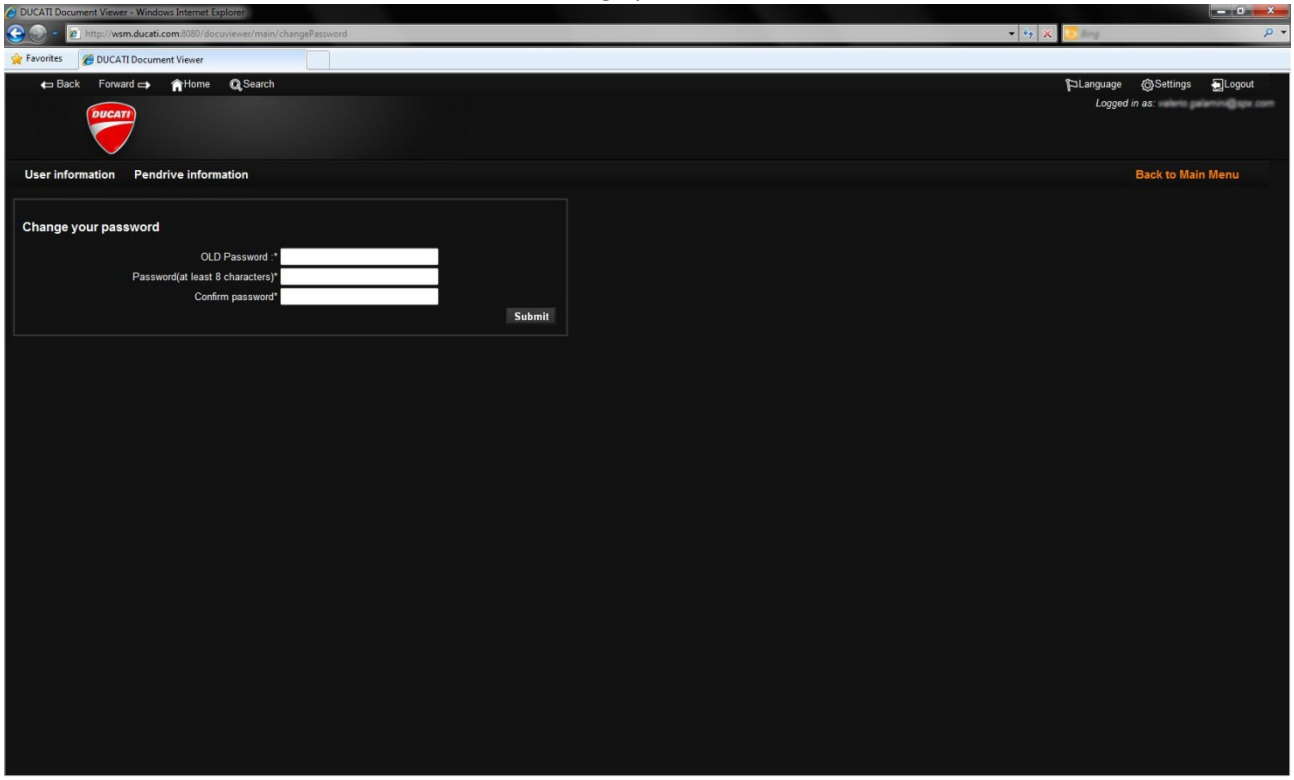
User information

Click on 'Settings' button, and select the option 'User information'.
This particular option displays a summarizing table with all data about the own account.



Change password

Go to ‘User information’ menu, and click on ‘Change password’ button.

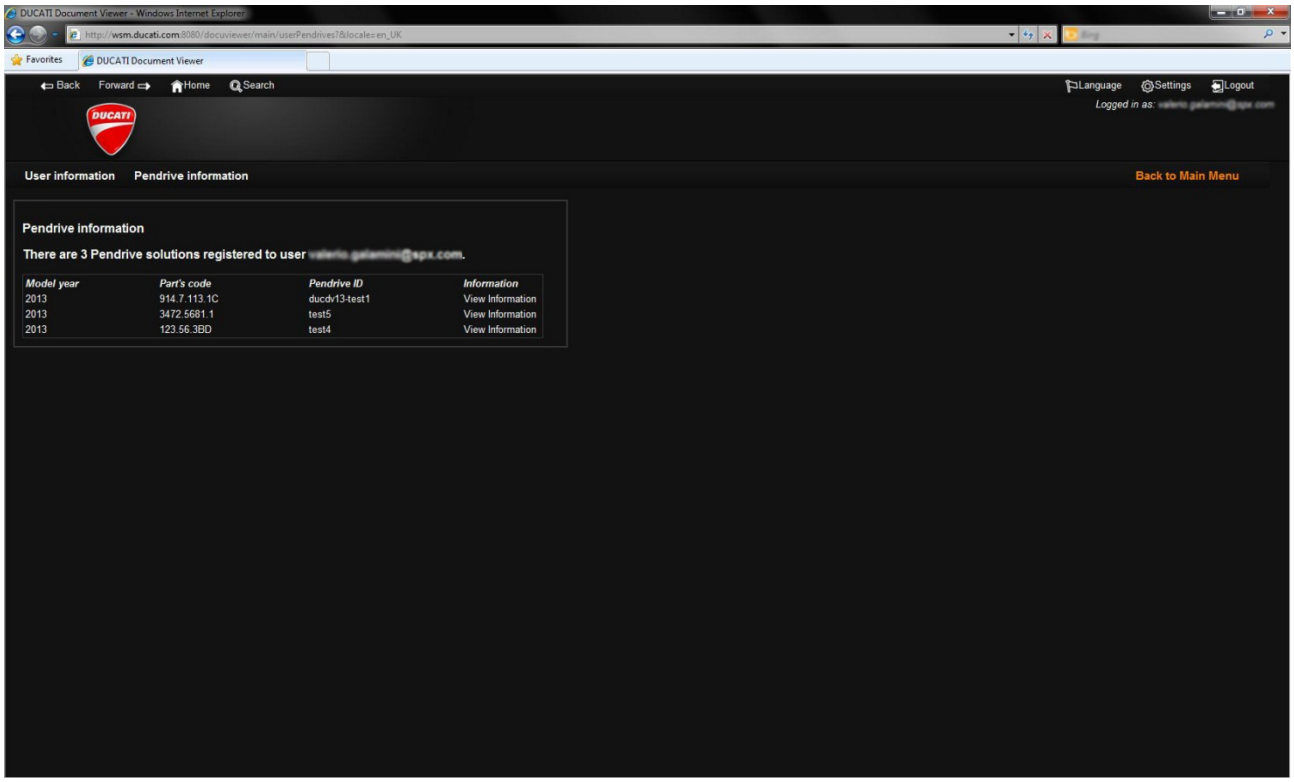


Type all requested data and click on ‘Submit’ to confirm.

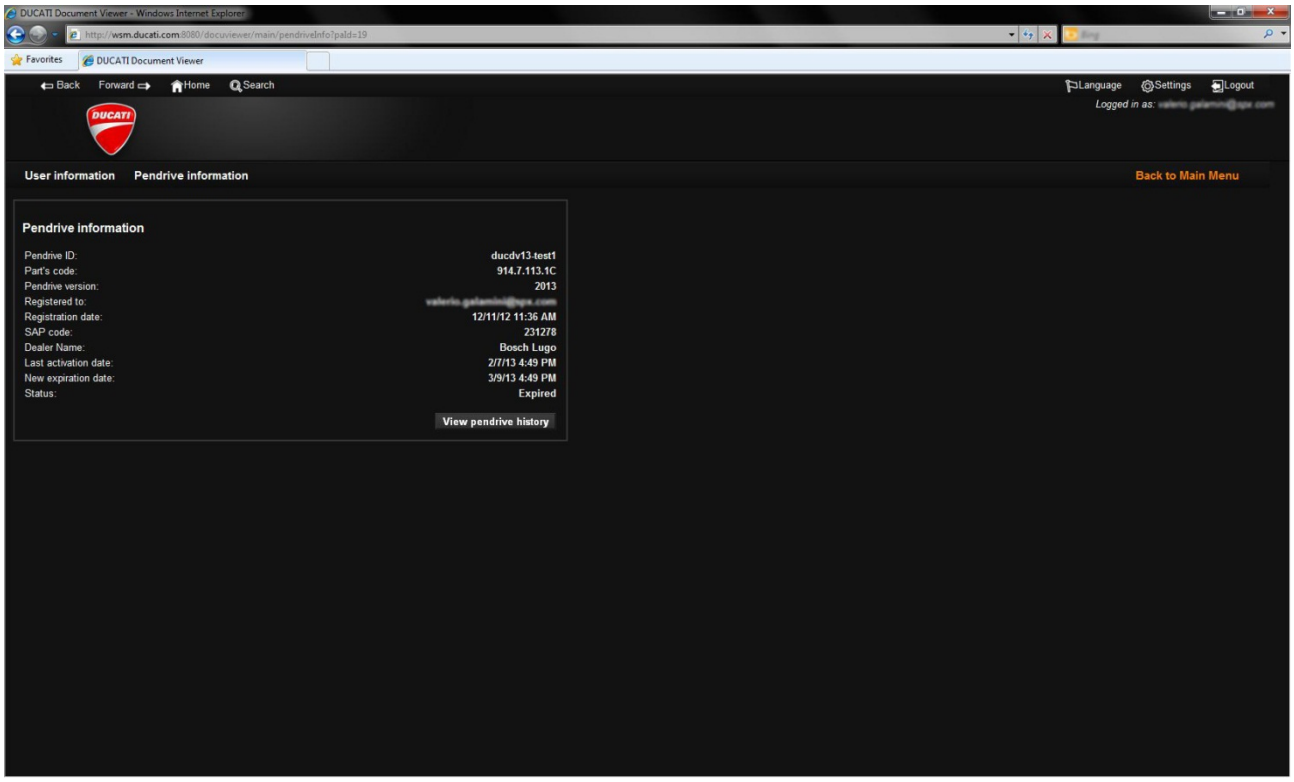
Pendrive information

Click the ‘Settings’ button, and select the ‘Pendrive information’ option.

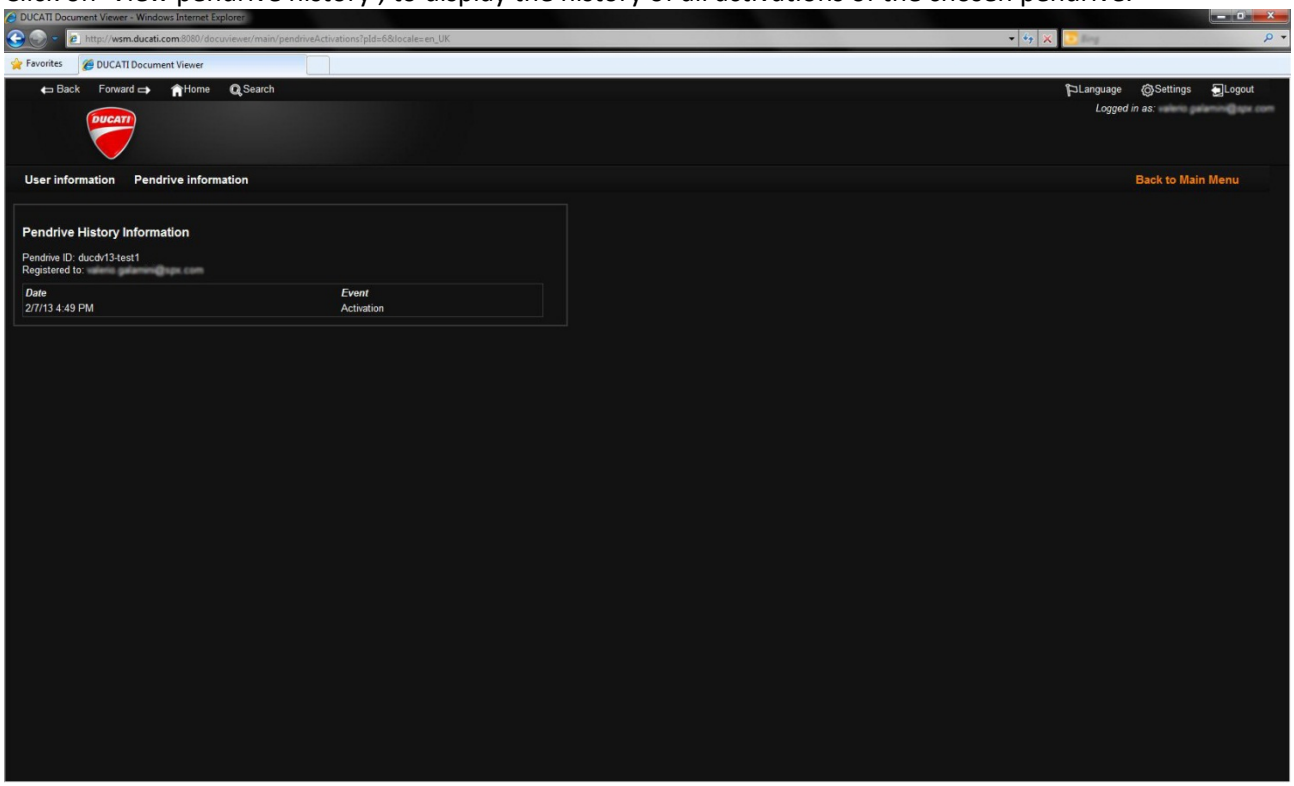
This particular option displays a summarizing table with all Service Manual devices, which have been activated from own account.



Click on once ‘View information’ button from the listed to display the informations and the update state of the chosen device.



Click on ‘View pendrive history’, to display the history of all activations of the chosen pendrive.



Minimum system requirements

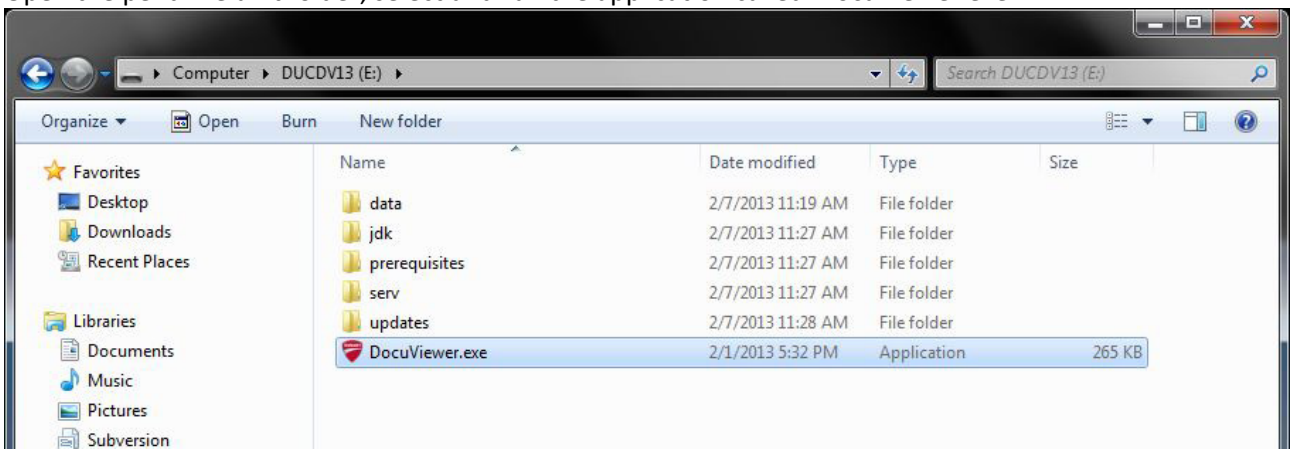
The minimum configuration to access the portal, is as follows:

- 1.2 GHz clock speed Processor;
- 1 GB of RAM;
- Screen definition of 1024 x 768;
- OS Microsoft Windows® XP SP3 or next;
- Microsoft Internet Explorer® 8 or next;
- Adobe SVG Viewer® 3.0;
- Adobe PDF Reader® IX or next.

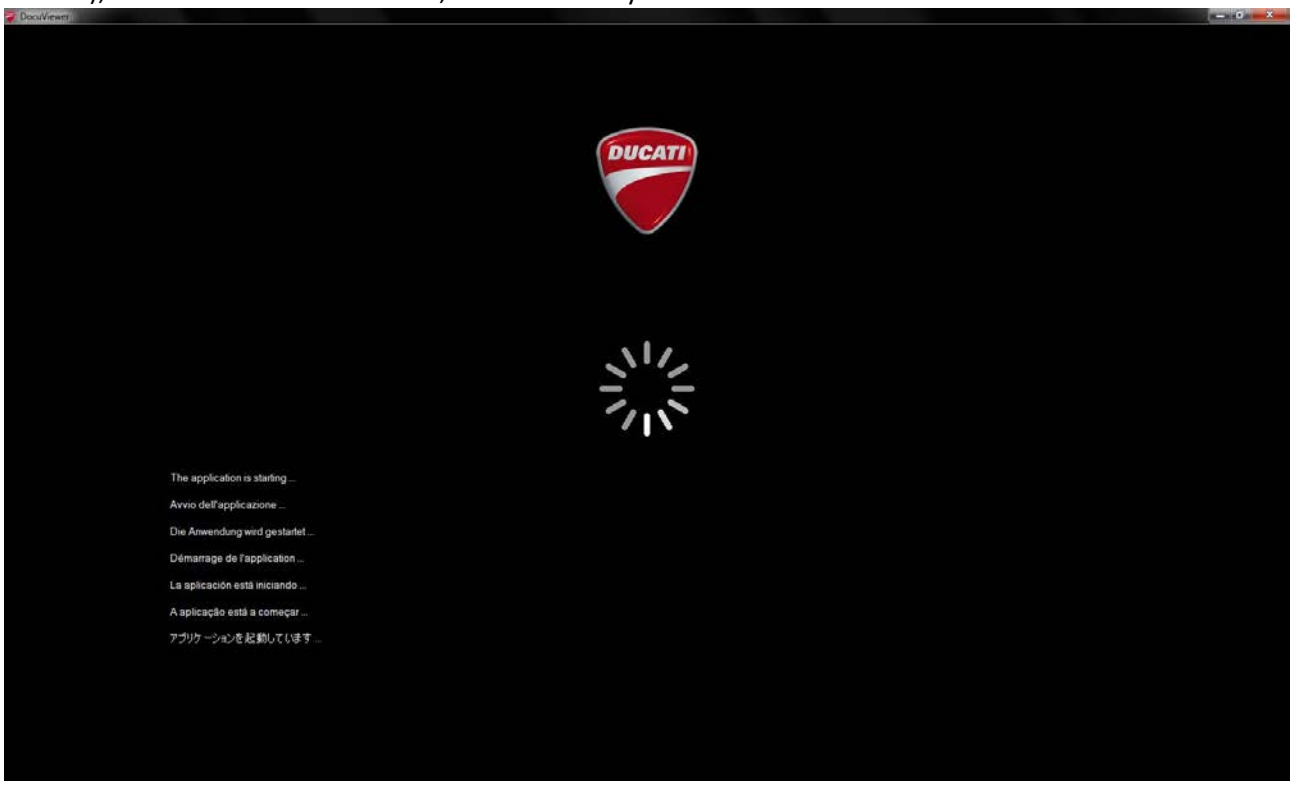
Using the Ducati Pendrive

Application start-up

Plug the pendrive in the USB slot of your own PC and wait for the device acknowledgement, by the operative system.
Open the pendrive unit folder, select and run the application called '*DocuViewer.exe*'.



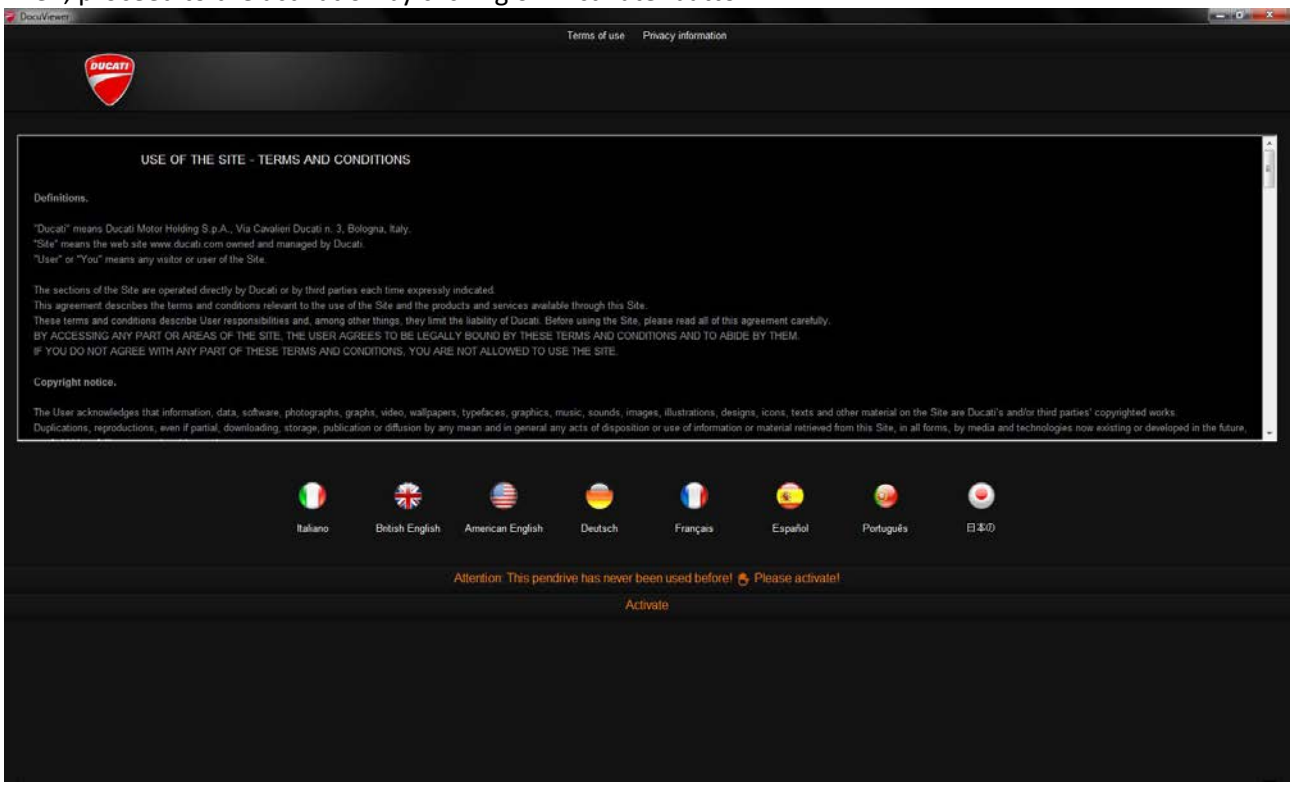
During application start-up could appear some security warning message (due to OS based on Windows 7 or next); then click on 'Allow' button, to enable every device services.



NOTE: this procedure is necessary just the first time the application is running under a specific computer machine.

Device activation

Once the application is started is mandatory to proceed to the pendrive activation, before using it.
To do this, it's necessary to have a valid account for the Ducati Document Viewer portal.
Then, proceed to the activation by clicking on 'Activate' button.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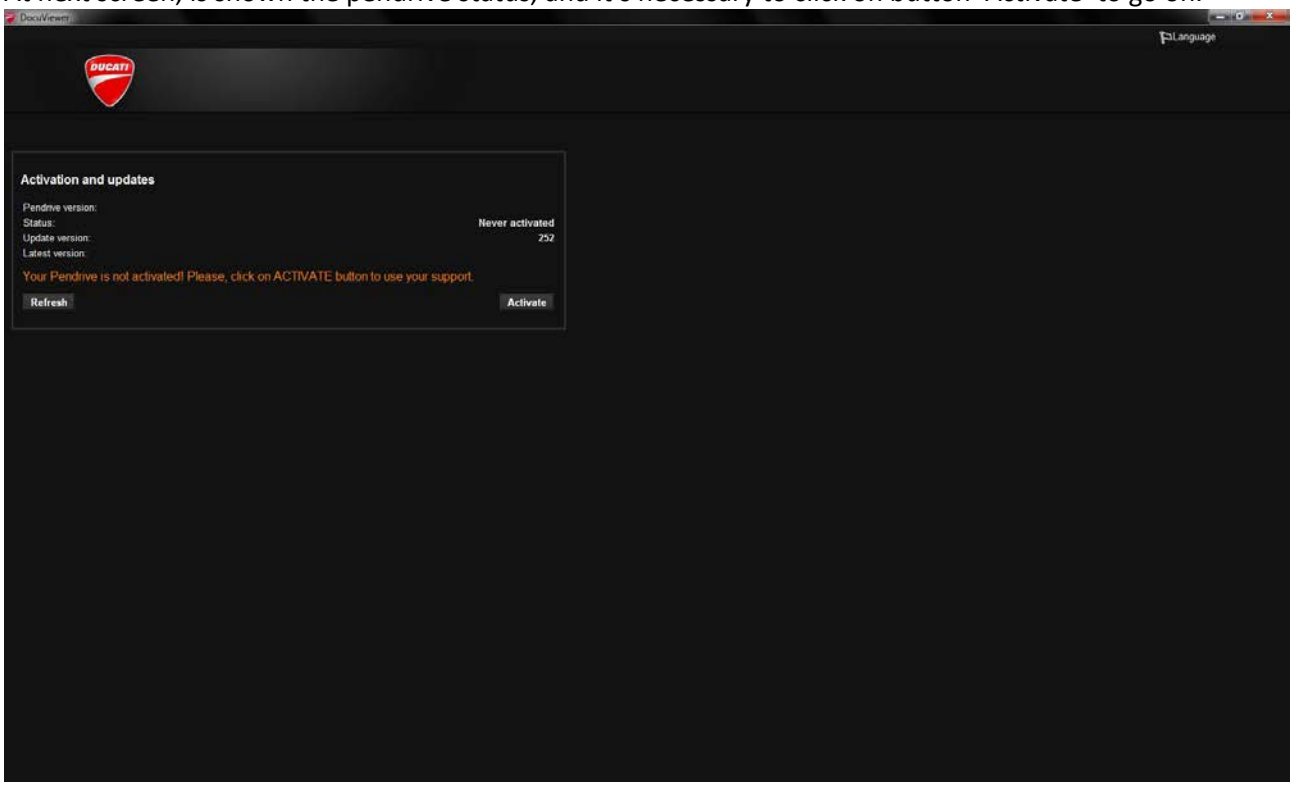
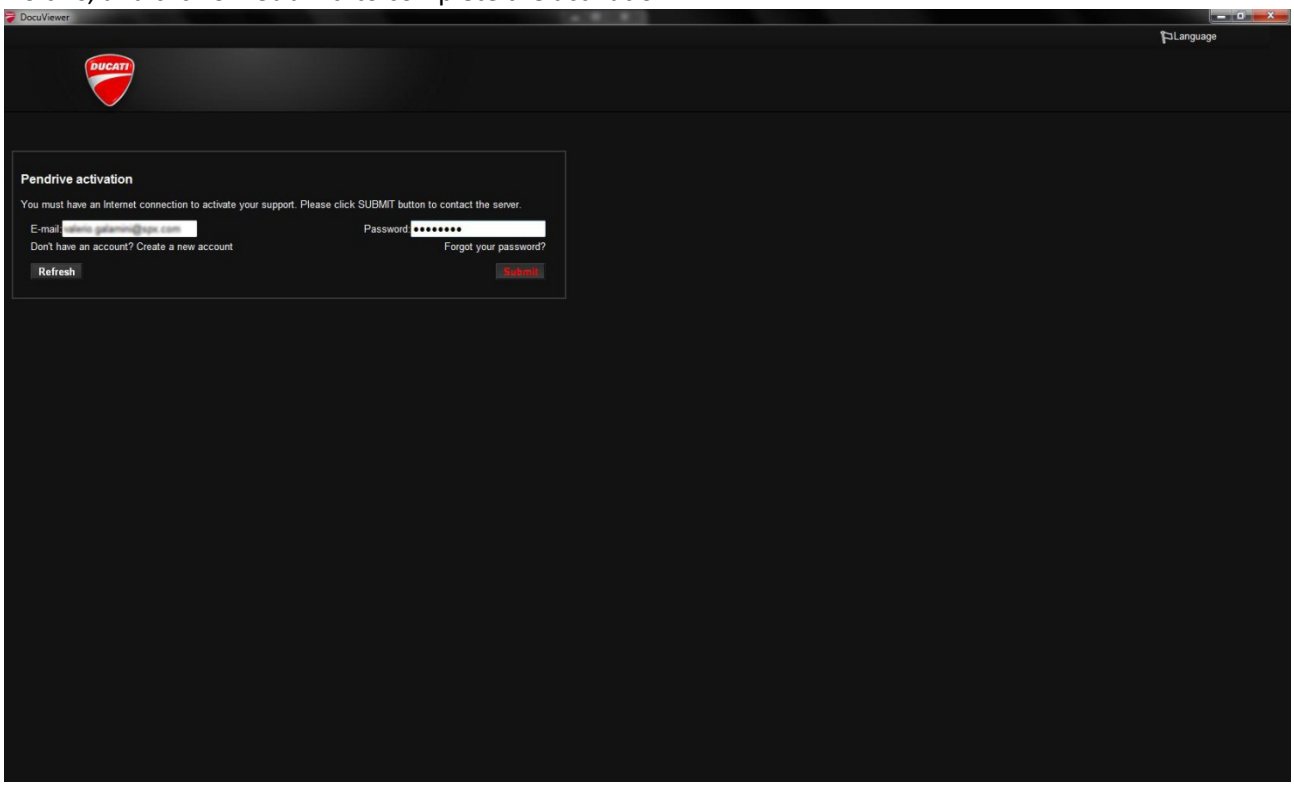
Italiano
British English
American English
Deutsch
Français
Español
Português
Attention: This pendrive has never been used before! Please activate!
Activate

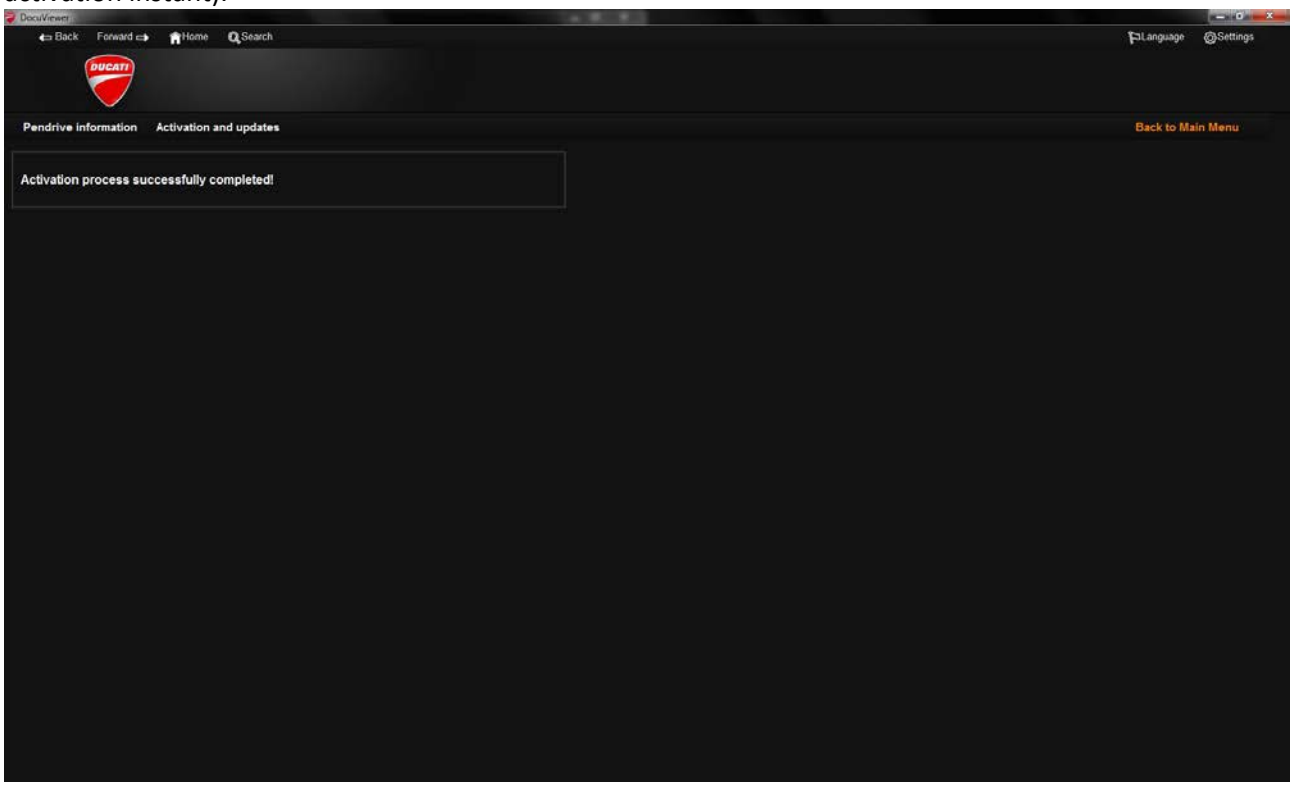
At next screen, is shown the pendrive status, and it's necessary to click on button 'Activate' to go on.



Is now required to type own account's information (e-mail address and password).
Do this, and click on 'Submit' to complete the activation.

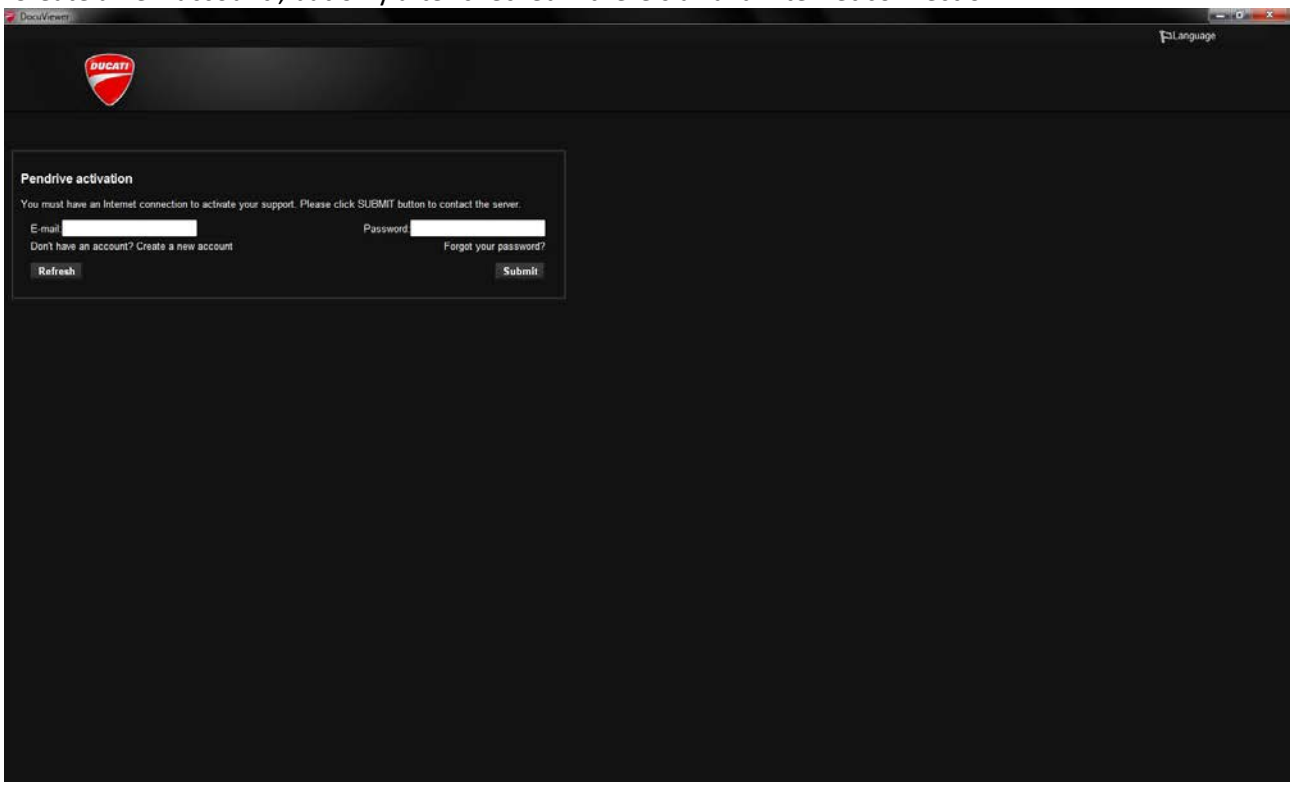


Now the pendrive is active, and it's usable until next expiration date (30 effective days starting from the activation instant).

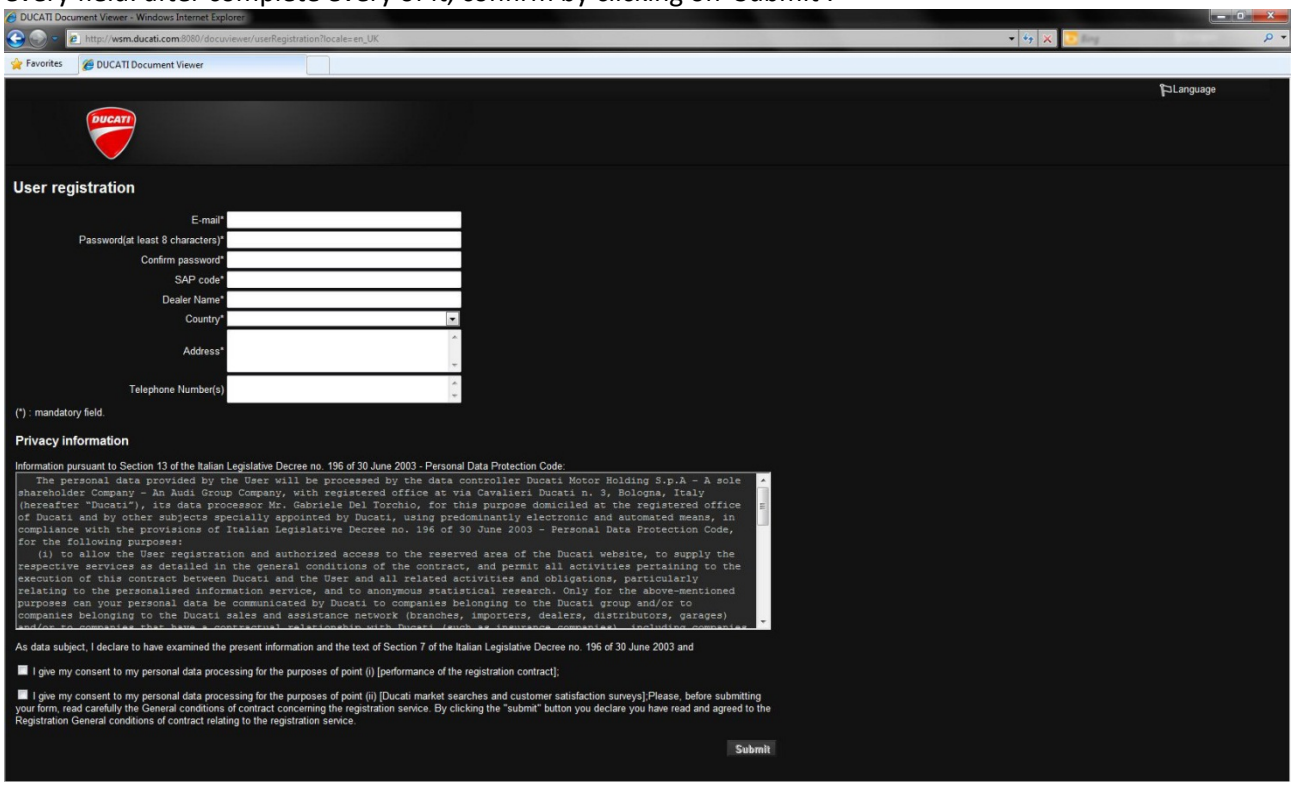


Creation of a new account

Just before proceeding a pendrive activation, if it's still not available a personal account, click on link 'Create a new account', but only after checked if there's a valid internet connection.



Will appear a default browser window, which needs to be compiled with all own personal information into every field: after complete every of it, confirm by clicking on 'Submit'.


DUCATI Document Viewer - Windows Internet Explorer
http://wsm.ducati.com:8080/docuviewer/userRegistration?locale=en_UK
Favorites
DUCATI Document Viewer
Language
User registration
E-mail*
Password(at least 8 characters)*
Confirm password*
SAP code*
Dealer Name*
Country*
Address*
Telephone Number(s)
(*) : mandatory field.
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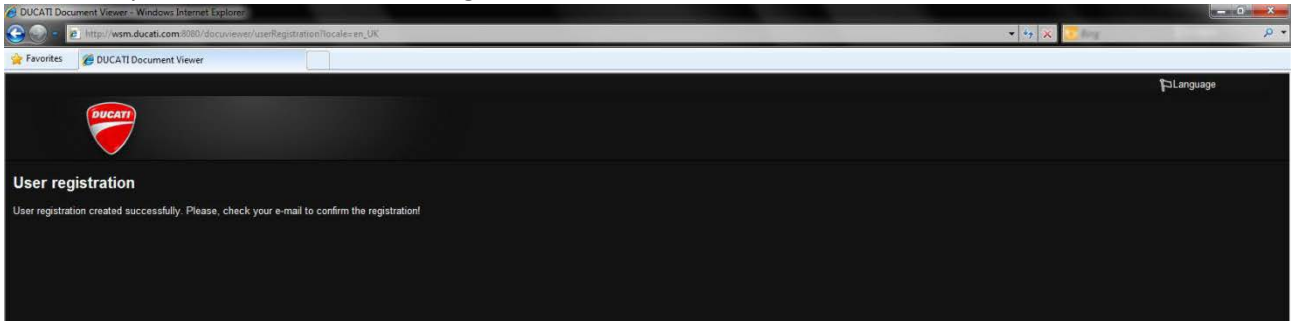
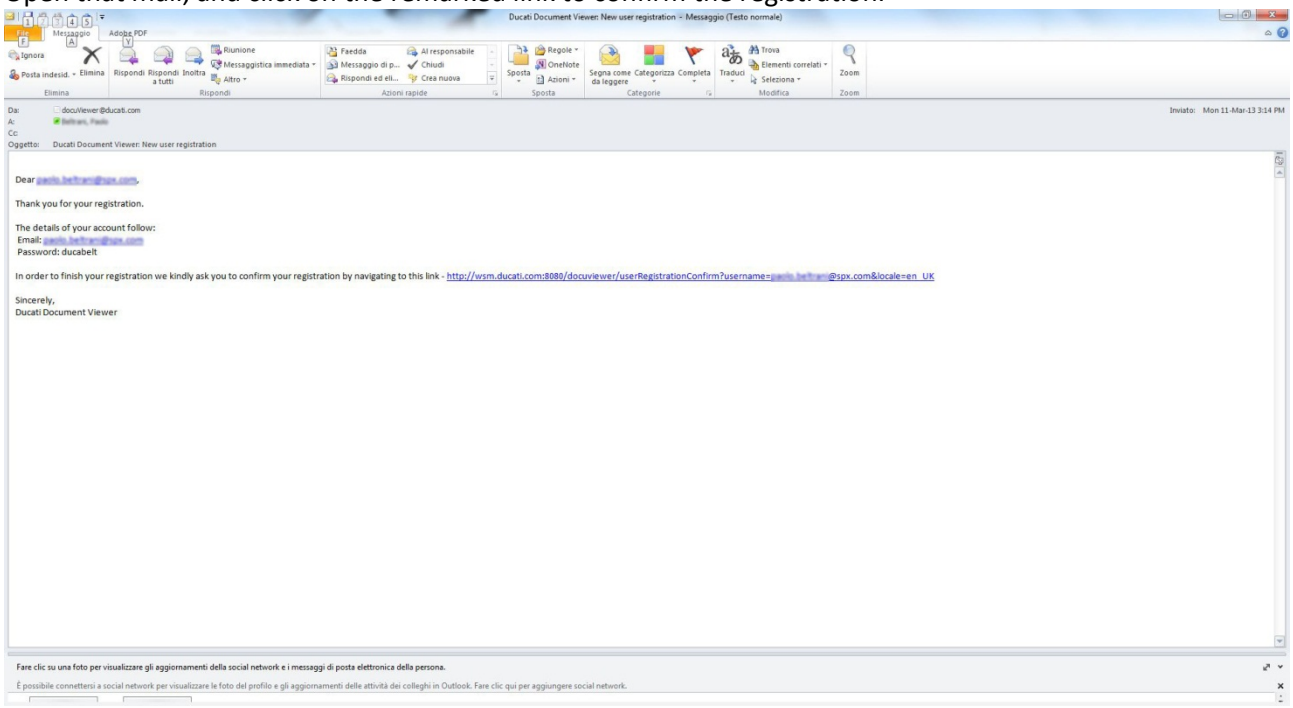
As data subject, I declare to have examined the present information and the text of Section 7 of the Italian Legislative Decree no. 196 of 30 June 2003 and
I give my consent to my personal data processing for the purposes of point (i) [performance of the registration contract];
I give my consent to my personal data processing for the purposes of point (ii) [Ducati market searches and customer satisfaction surveys];Please, before submitting your form, read carefully the General conditions of contract concerning the registration service. By clicking the "submit" button you declare you have read and agreed to the Registration General conditions of contract relating to the registration service.
Submit

Then the system will notice the sending of a confirmation email to the mentioned address.

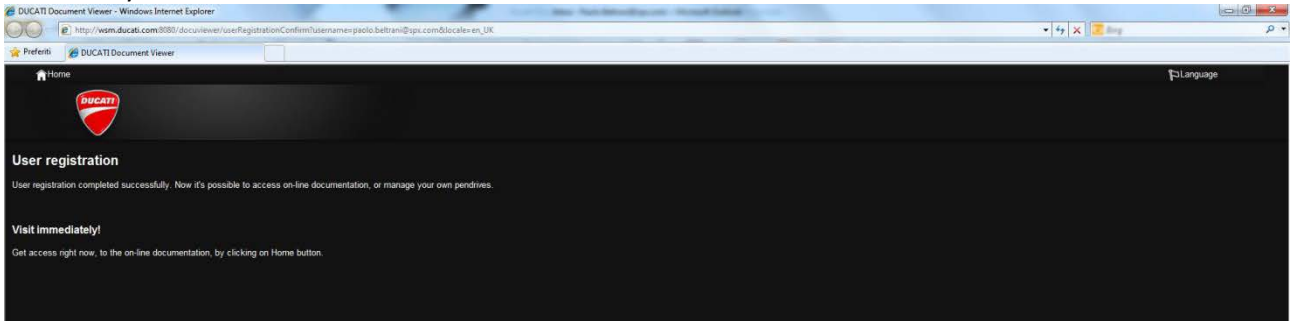

DUCATI Document Viewer - Windows Internet Explorer
Favorites
DUCATI Document Viewer
Language
User registration
User registration created successfully. Please, check your e-mail to confirm the registration!

Access to mail box: it will be noticed a new message with this particula object: 'Ducati Docuviewer: New user registration'.

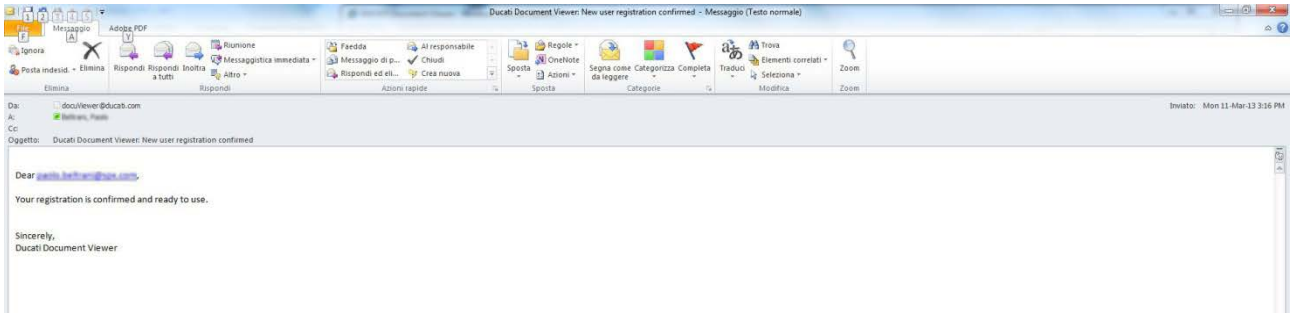
Open that mail, and click on the remarked link to confirm the registration.


Ducati Document Viewer: New user registration - Messaggio (Testo normale)
Oggetto: Ducati Document Viewer: New user registration
Dear
Thank you for your registration.
The details of your account follow:
Email:
Password: ducabelt
In order to finish your registration we kindly ask you to confirm your registration by navigating to this link - http://wsm.ducati.com:8080/docuviewer/userRegistrationConfirm?username=
Sincerely,
Ducati Document Viewer

Now the system will activate the new account.

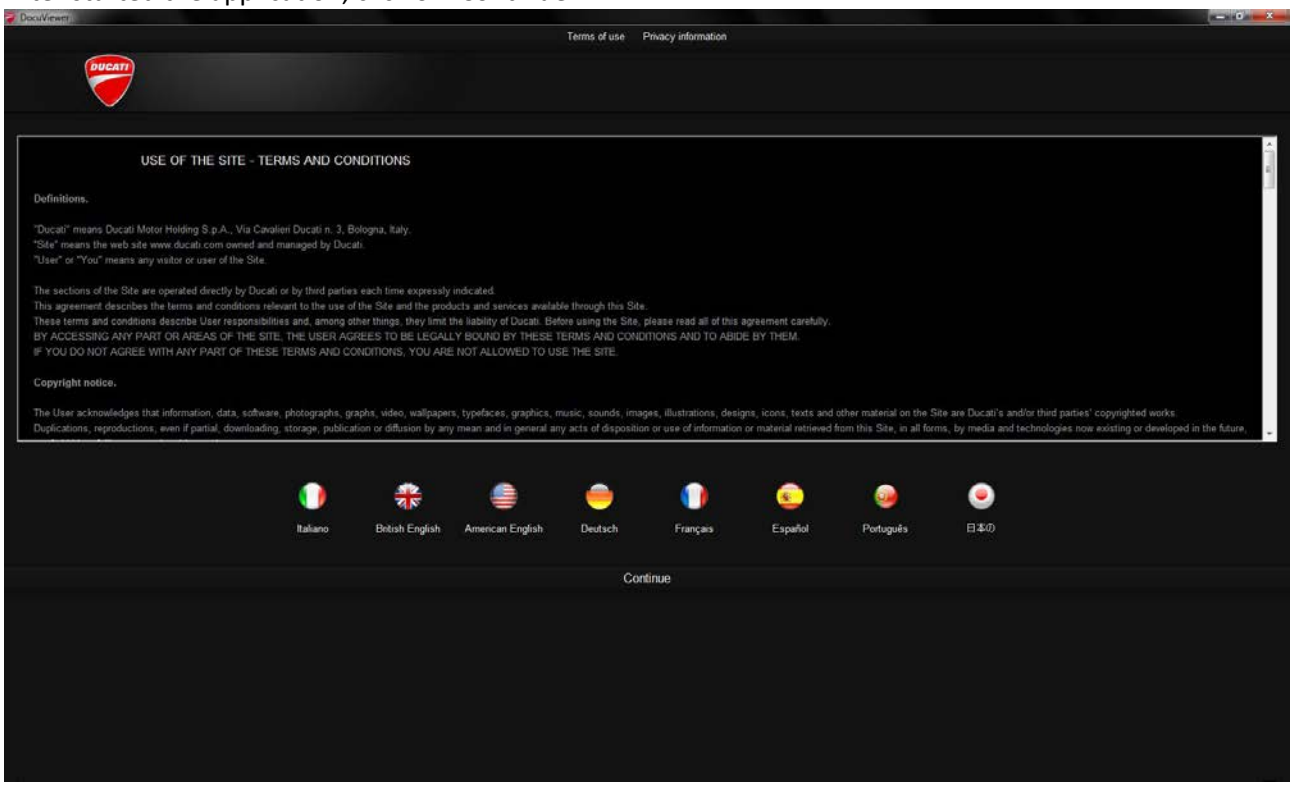

DUCATI Document Viewer - Windows Internet Explorer
Home
Language
User registration
User registration completed successfully. Now it's possible to access on-line documentation, or manage your own pendrives.
Visit immediately!
Get access right now, to the on-line documentation, by clicking on Home button.

Also it will send a mail to confirm the account created to the same email address.


Ducati Document Viewer: New user registration confirmed - Messaggio (Testo normale)
Oggetto: Ducati Document Viewer: New user registration confirmed
Dear
Your registration is confirmed and ready to use.
Sincerely,
Ducati Document Viewer

Using the application

After started the application, click on ‘Continue’.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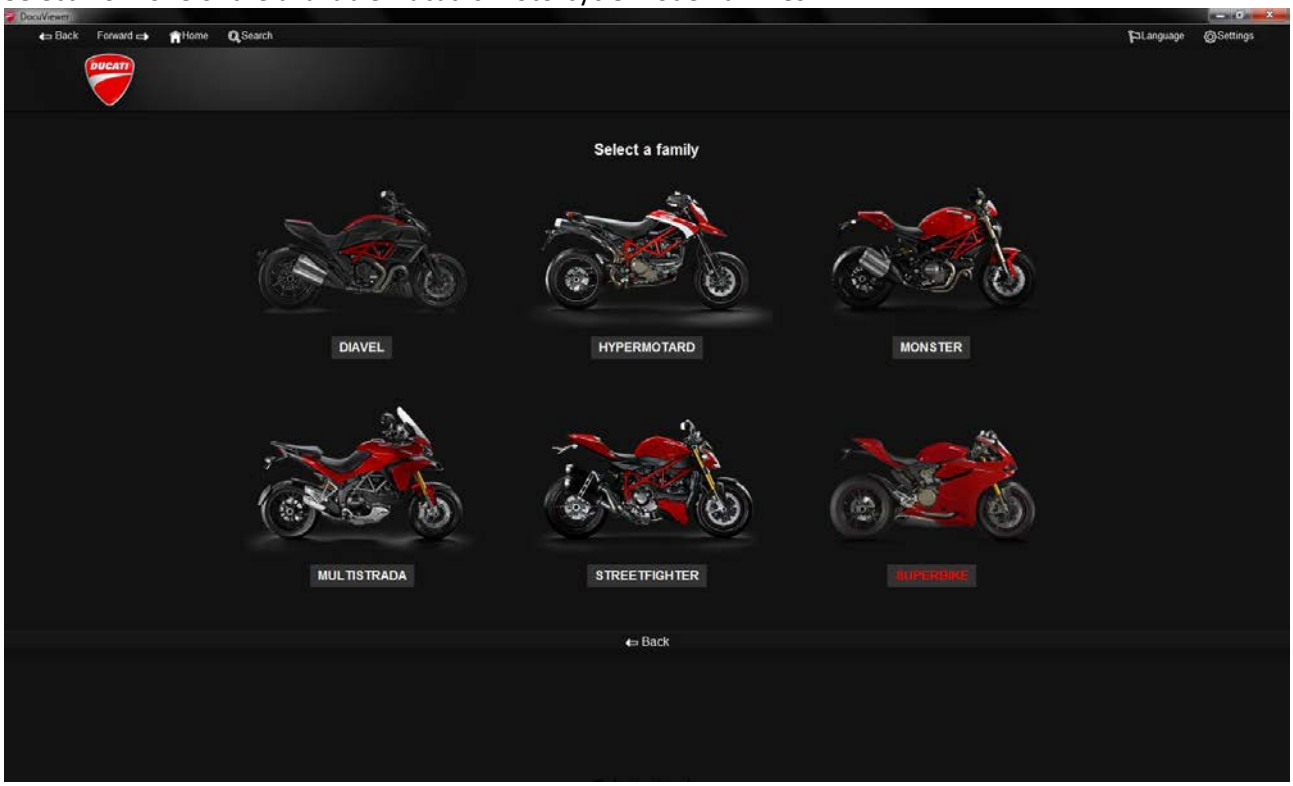
Italiano
British English
American English
Deutsch
Français
Español
Português
Continue

Select from one of the available Ducati’s motorcycle model families.



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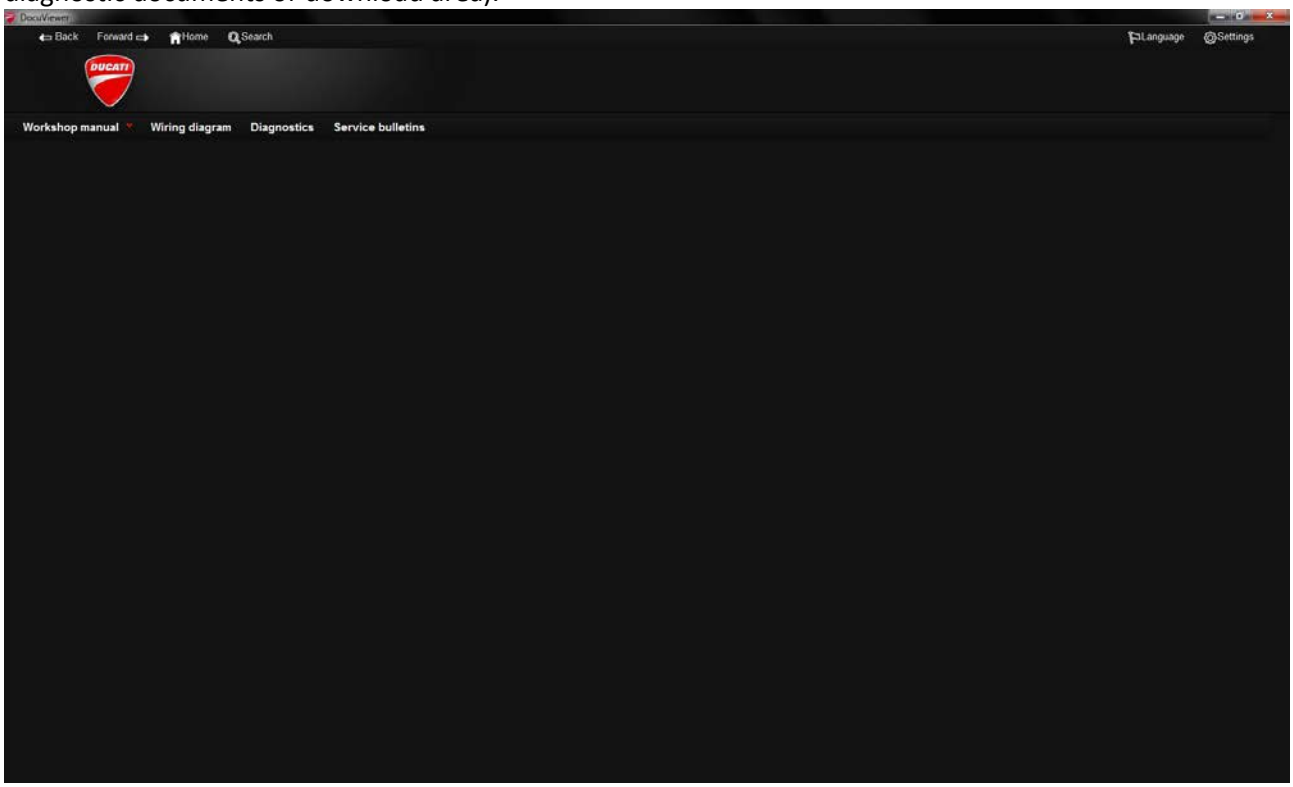
The lower menu bar brings the options to display any documents (workshop manuals, wiring diagrams, diagnostic documents or download area).

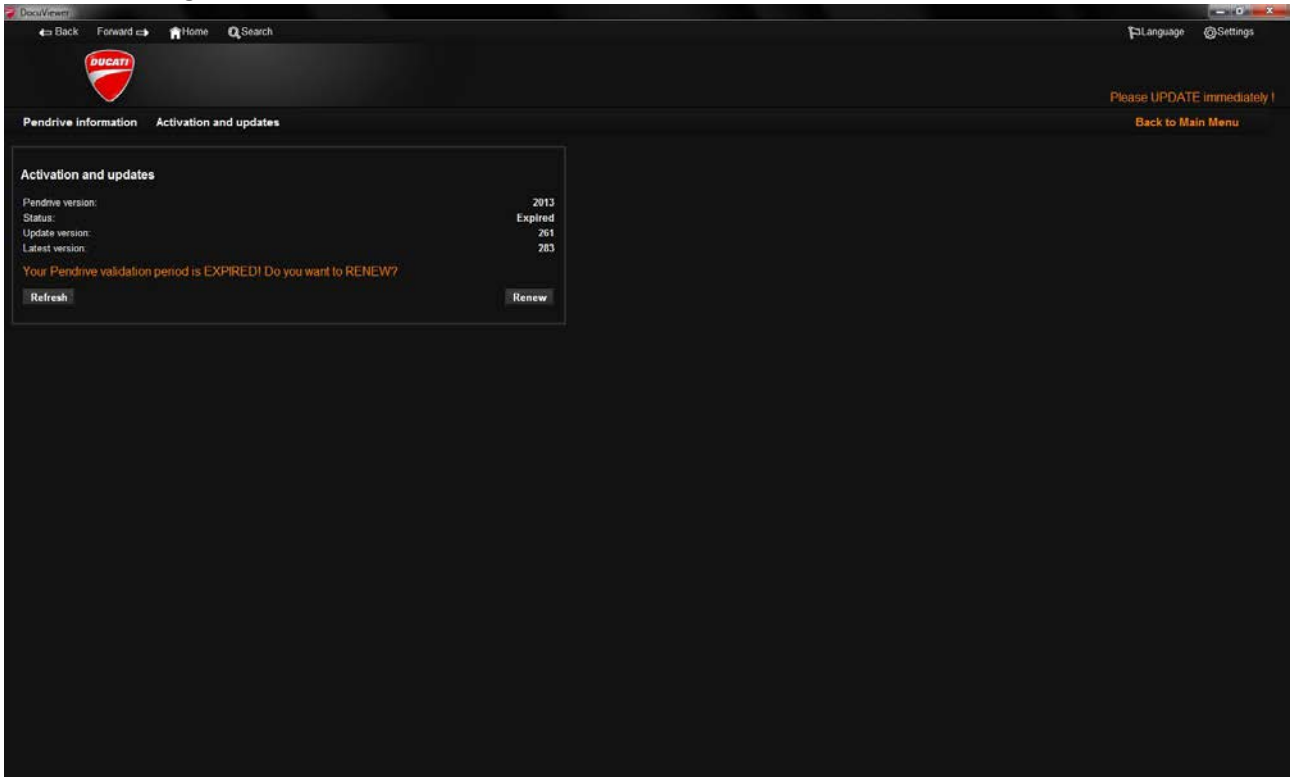


Specific functions

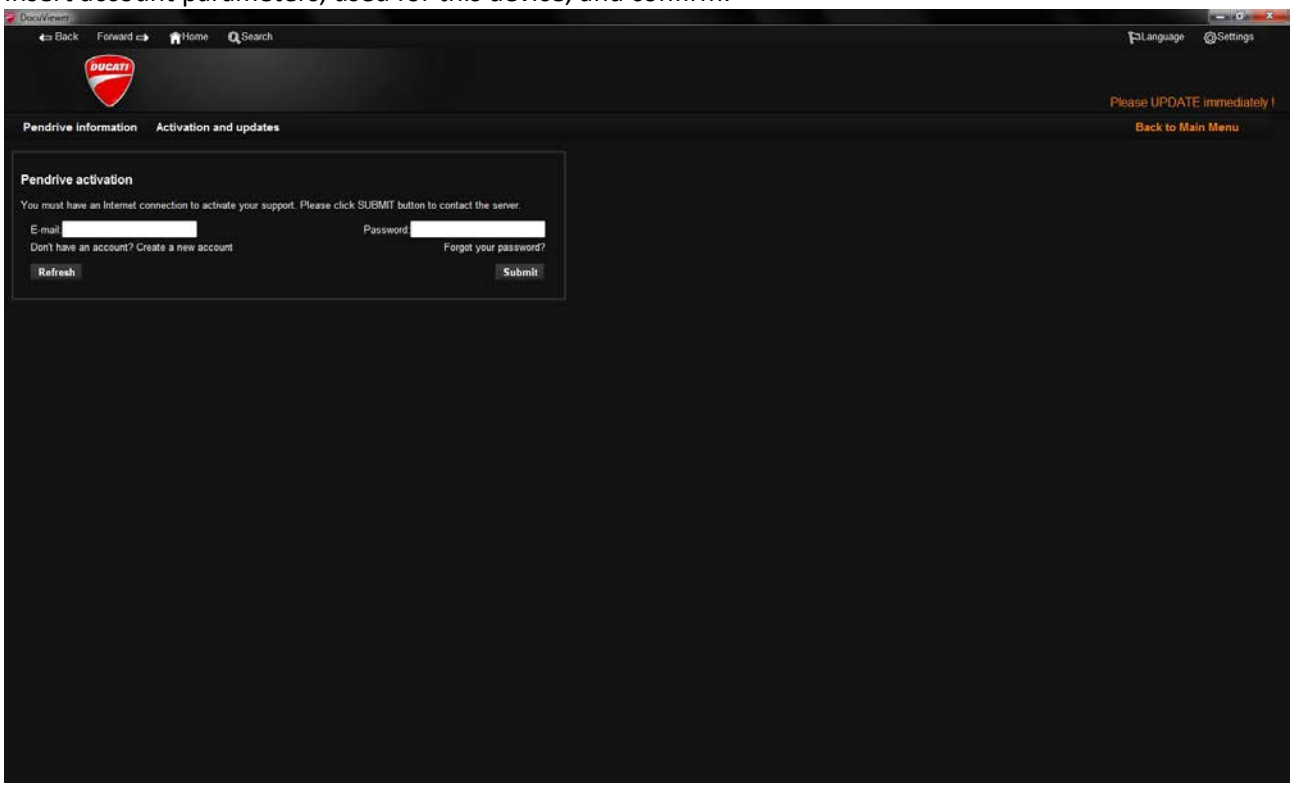
Renewal of the device activation

The device stays active for 30 effective days. When this period ends, the documentation included will be available anyway: however it will not possible anymore to make updates.
To restore all functions, including the feature for the documentation update, is mandatory renew the activation. For doing that, start the application and click the ‘Settings’ button, then click the ‘Activation and Updates’ button.
NOTE: it will be asked to have a valid internet connection to continue.

Proceed clicking on the ‘Renew’ button.

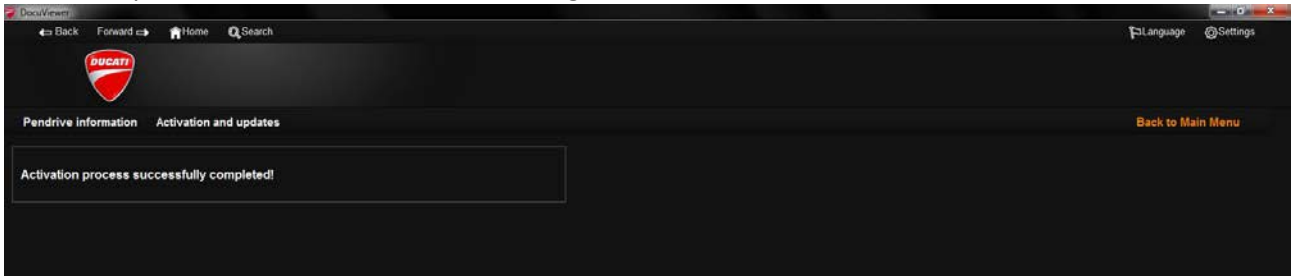


Insert account parameters, used for this device, and confirm.

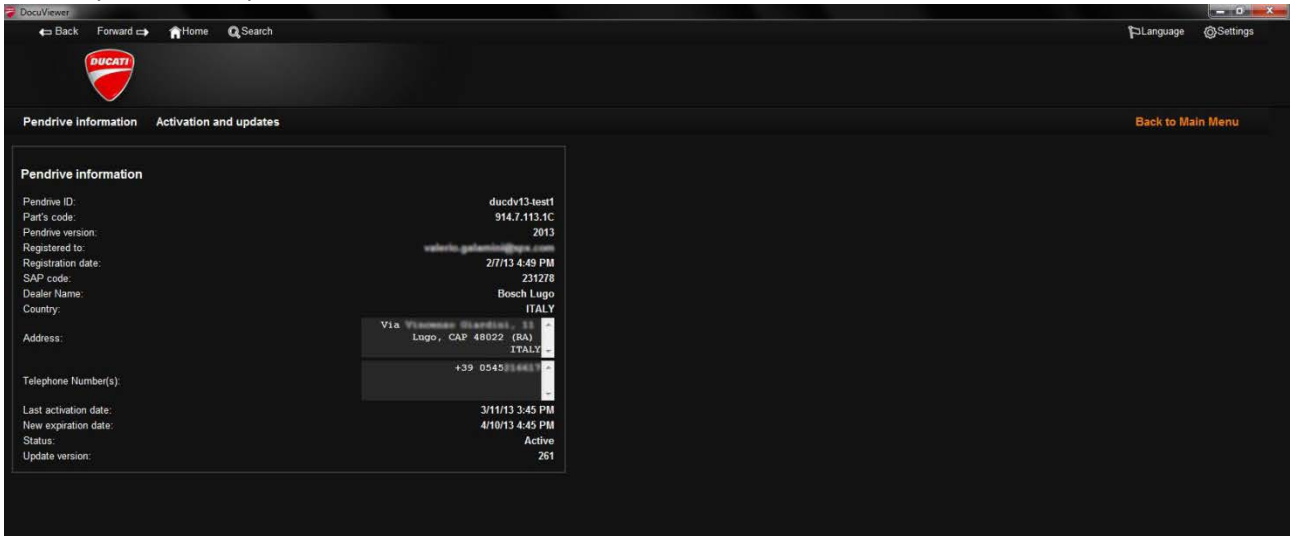


NOTE: during this process, it’s absolutely not recommended close the application or disconnect the device.

When this process ends, will be shown a message to confirm of the renewal of the activation.

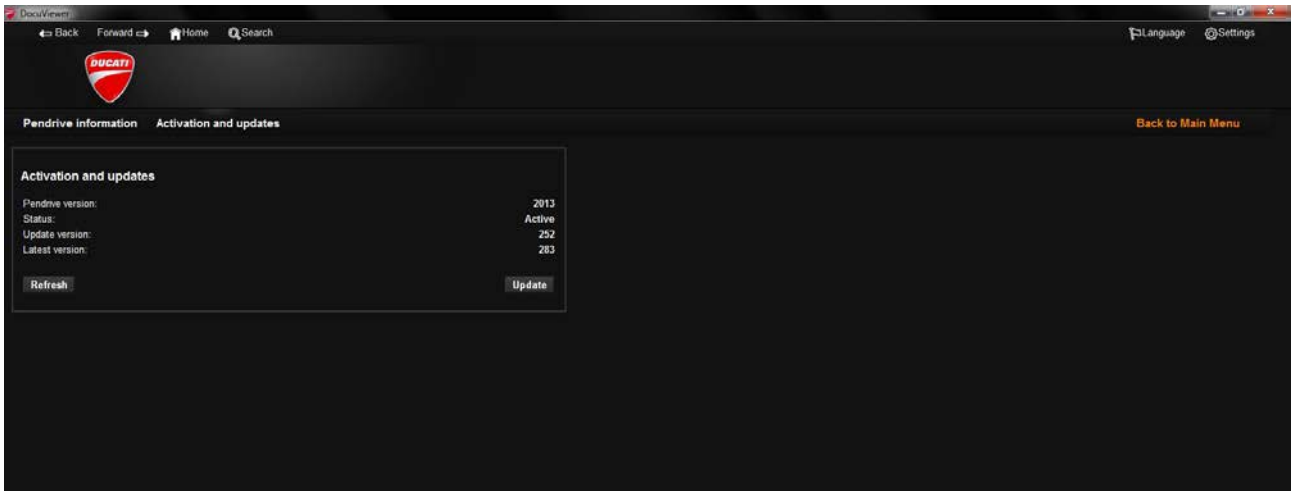


To verify the new expiration date, click on 'Pendrive information'.

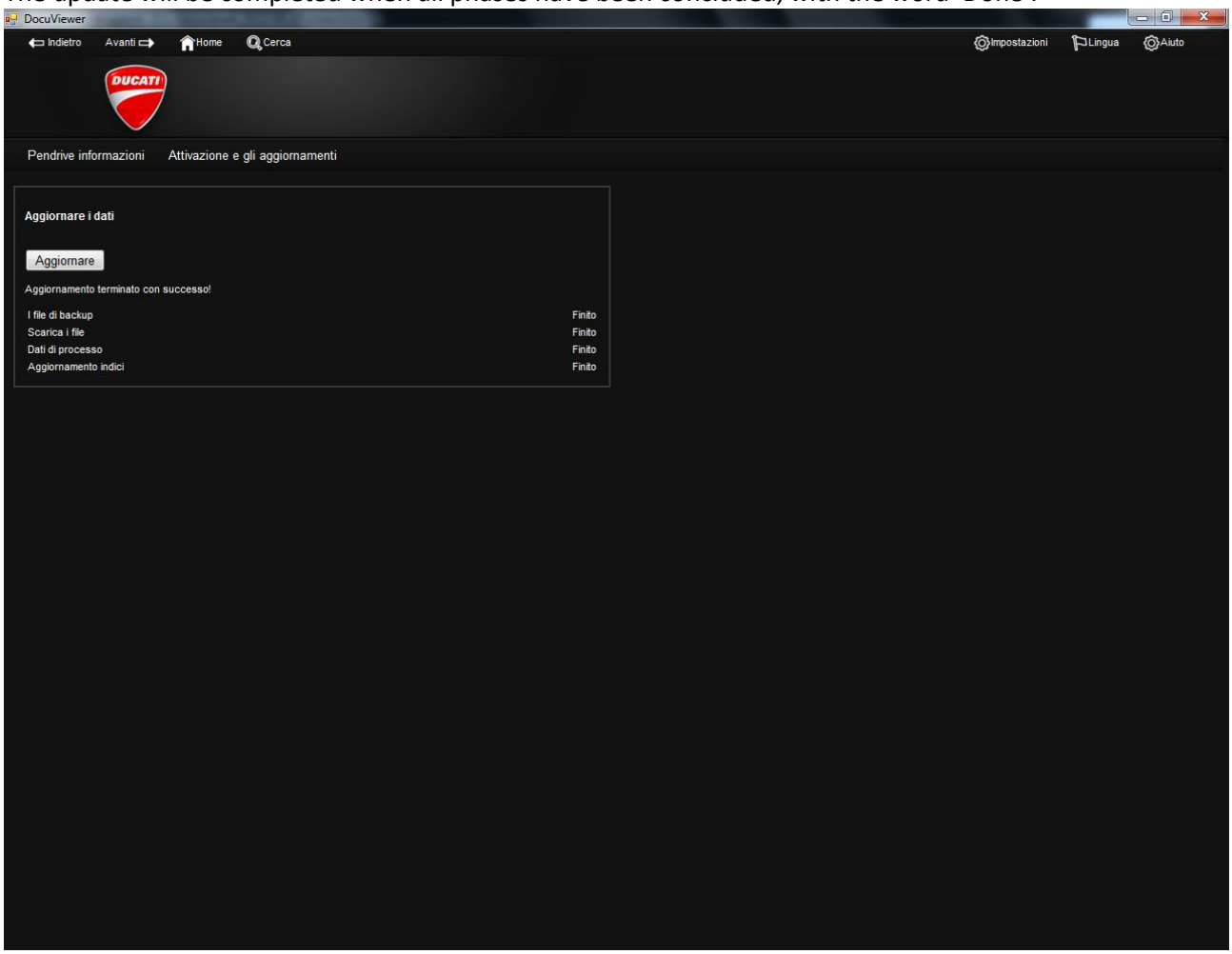


Documentation update

To verify and/or launch updates, start the application and click the ‘Settings’ button, then click the ‘Activation and Updates’ button.
NOTE: will be asked a valid internet connection to continue.



If there are new updates available, click on ‘Update’ button and then again on ‘Update’.
NOTE: will be showed a message of confirmation to start of the update process.
During this process, it’s absolutely not recommended close the application or disconnect the device.
The update will be completed when all phases have been concluded, with the word ‘Done’.



It’s recommended to restart the application after every updates.

Recommendations for the use

It's recommendable, for an improved use of the device:

- Check that the chip contacts are clean and intact;
- Check that the card tab is correctly inserted into the USB door;
- Never remove the device from the door, without, previously, closing the application and doing a safe device removal;
- It's possible to use the device as a flash memory, to bring own personal documents: to do this, it's important to don't move or cancel the application files, to don't affect the use;
- Never stop the activations or the update processes;
- Never format the device.

Warnings

- The device is protected by unwanted copy;
- The device contains encrypted documents;
- The resident application is designed to update the program itself and all included documents, with an automatic process: this process, depending on the type of updates provided, may require even several hours to end;
- Will be considered as responsible and the device official owner, who is the owner of the mail box, which has been used for the first activation of the device itself.

Minimum system requirements

The minimum configuration to use the card *Service Manual*, is as follows:

- 1.2 GHz clock speed Processor;
- 1 GB of RAM;
- Screen definition of 1024 x 768;
- OS Microsoft Windows® XP SP3 or next;
- Microsoft Internet Explorer® 8 or next;
- Microsoft .NET Framework 3.5 or next [(1)];
- Adobe SVG Viewer® 3.0 [(2)];
- Adobe PDF Reader® IX or next.

Notes

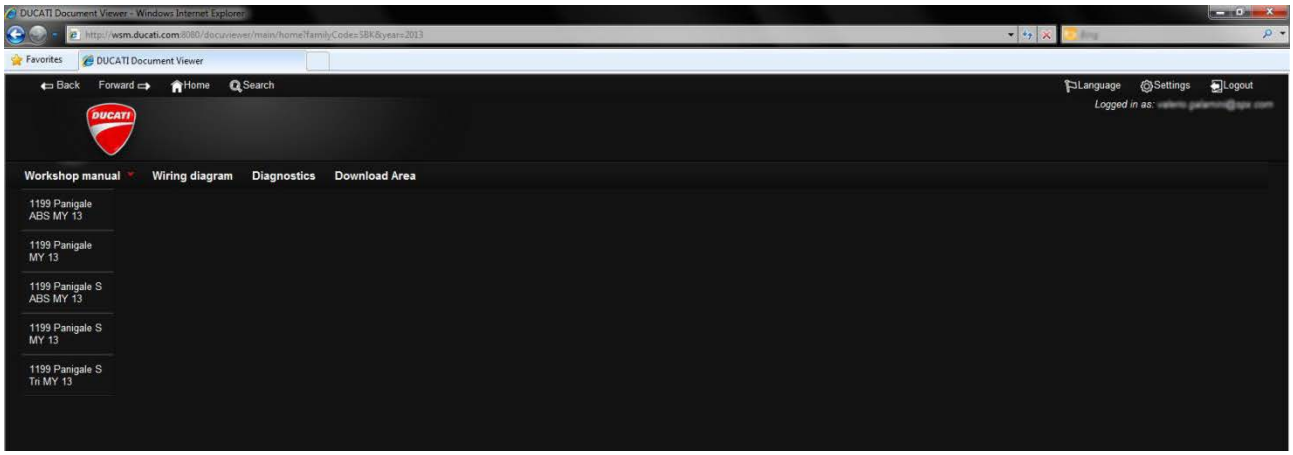
1. Included in the card memory the installation file for the client version:
   '/prerequisites/dotNetFx40_Client_x86_x64.exe'
   NOTE: requires an Administrator user to be installed;
2. Included in the card memory the installation file:
   '/prerequisites/SVGView.exe'
   NOTE: requires an Administrator user to be installed;

- Shoud a *Webserver* be active on your PC, deactivate it;
- The first plug of the Card into the USB door could ask an Administrator user to allows the execution of some software applications launched by the device.

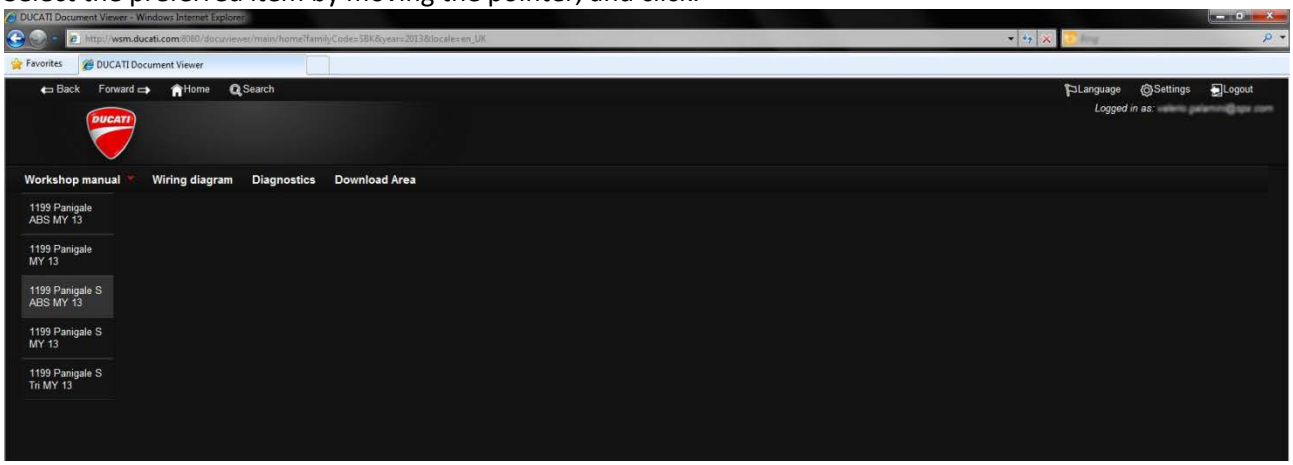
Main Functions

Workshop manual navigation

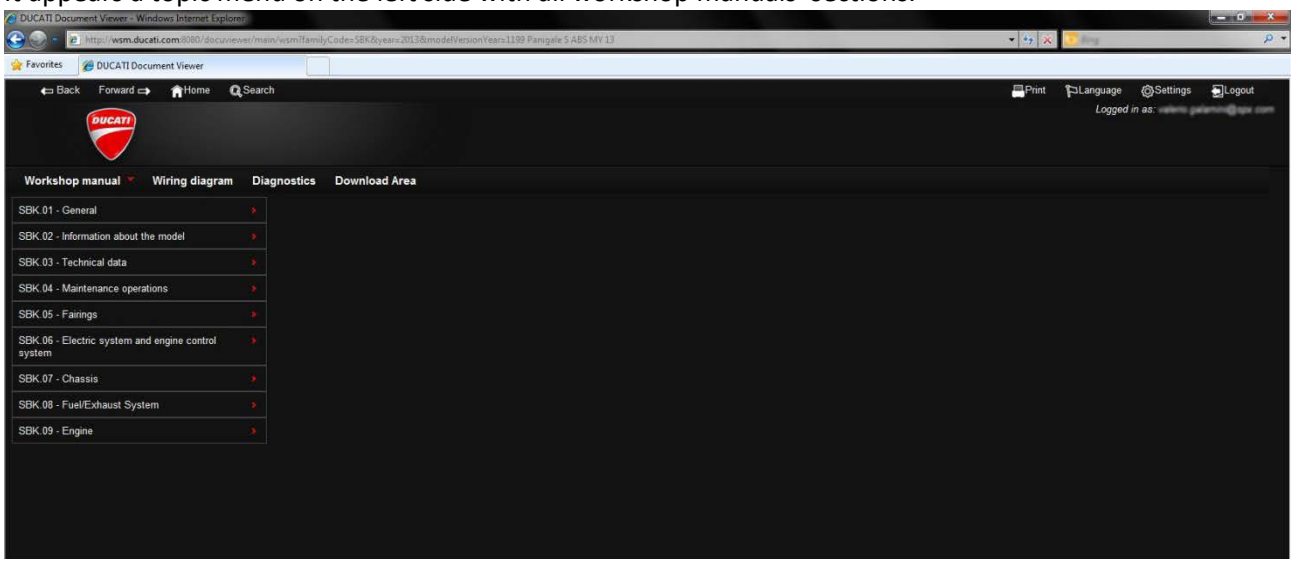
The navigation of workshop manuals is possible after having selected a *family* and a specific *model year* (regarding the *Service Manual card*, the model year is always unique).
Passing the mouse pointer over the 'Workshop manual' button, appears a drop-down menu within the list of all versions available.



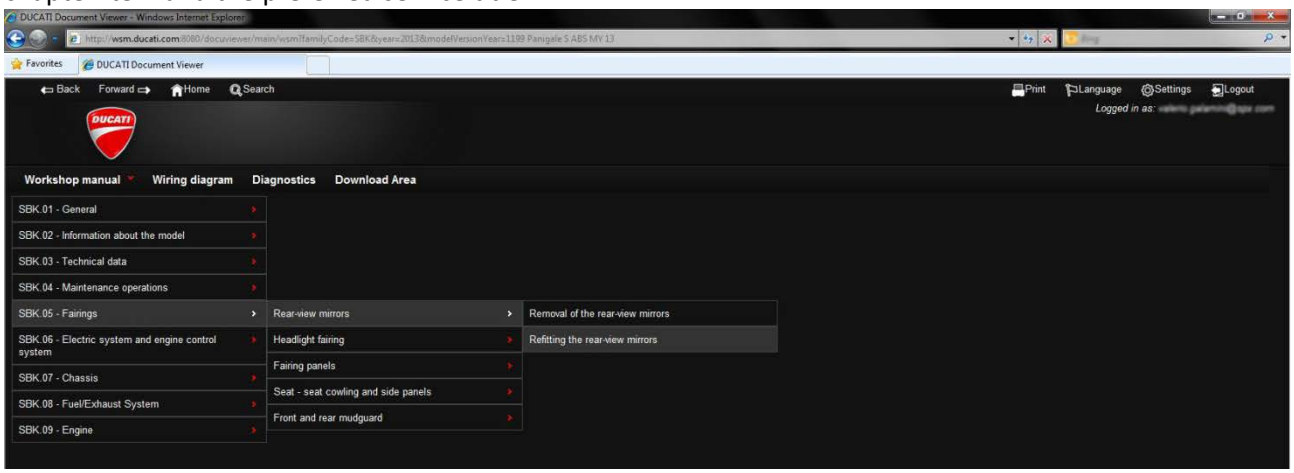
NOTE: if on the right of the button text there ISN'T a red flag, that means are still not present specific documents.
Select the preferred item by moving the pointer, and click.



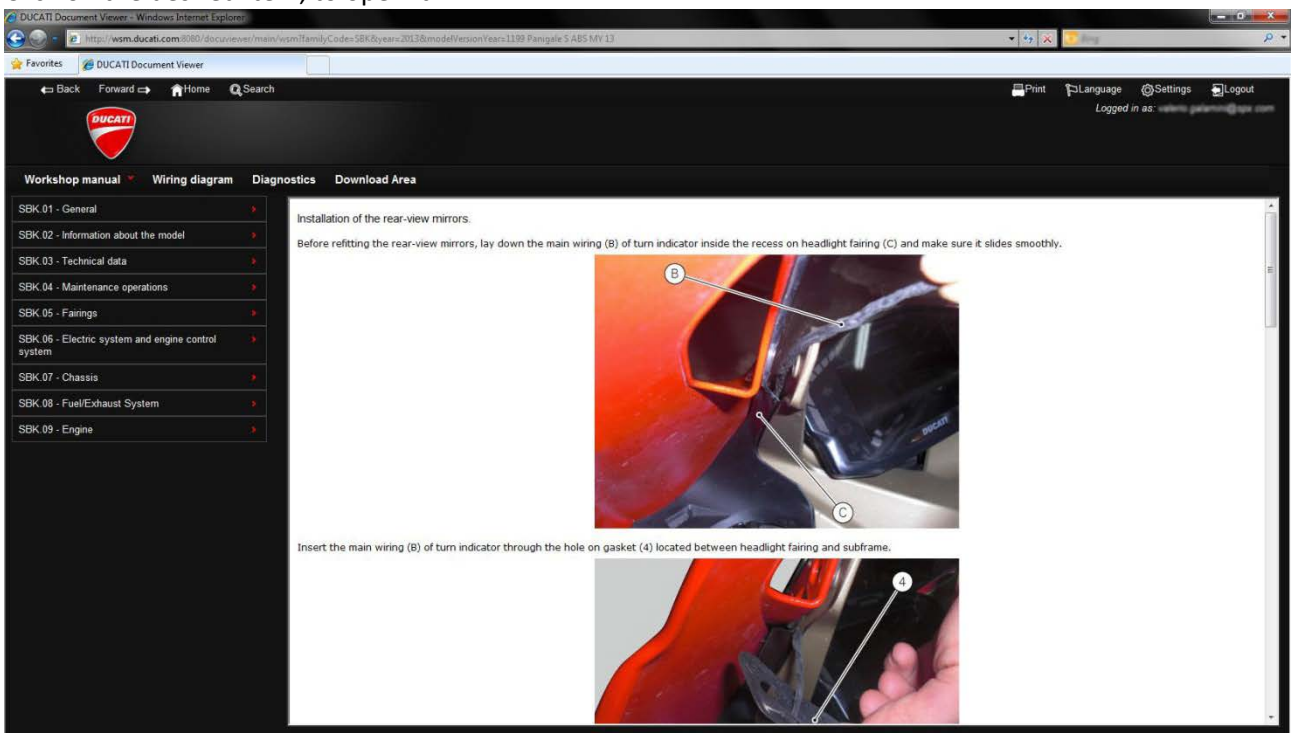
It appears a topic menu on the left side with all workshop manuals' sections.



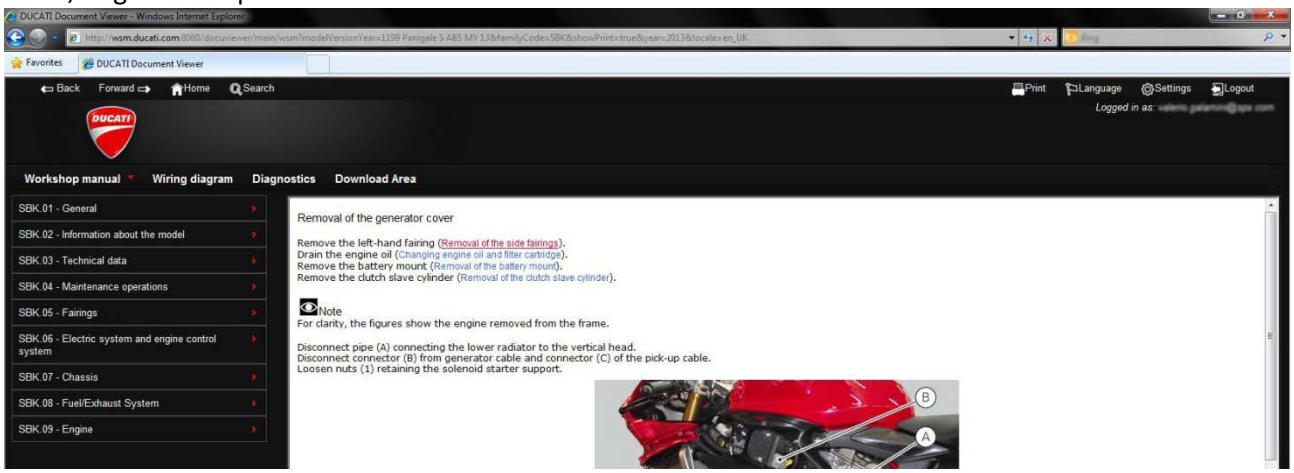
To have access to one WSM's service, move the mouse pointer to the right (without clicking), selecting the chapter item and the preferred service title.



Click on the desired item, to open it.



Inside the content of any procedure, is possible to find some hyperlinks to other procedures. Just click on them, to go to that procedure.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Diagnostics
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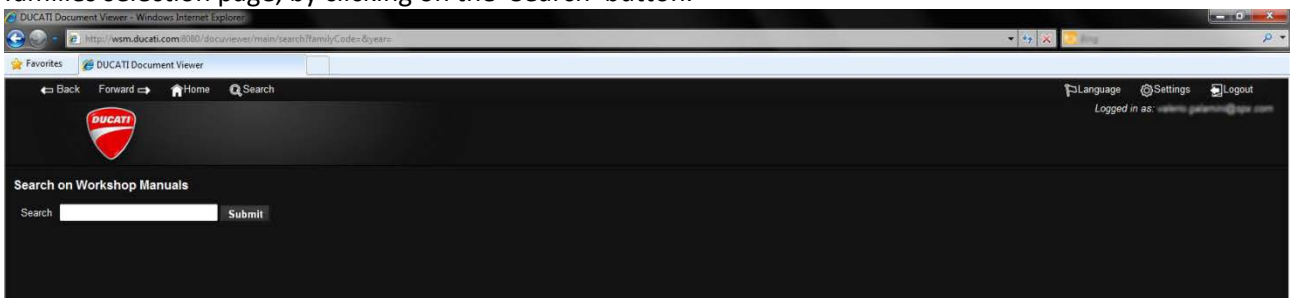
SBK.01 - General
SBK.02 - Information about the model
SBK.03 - Technical data
SBK.04 - Maintenance operations
SBK.05 - Fairings
SBK.06 - Electric system and engine control system
SBK.07 - Chassis
SBK.08 - Fuel/Exhaust System
SBK.09 - Engine
Removal of the generator cover
Remove the left-hand fairing (Removal of the side fairings).
Drain the engine oil (Changing engine oil and filter cartridge).
Remove the battery mount (Removal of the battery mount).
Remove the clutch slave cylinder (Removal of the clutch slave cylinder).
Note
For clarity, the figures show the engine removed from the frame.
Disconnect pipe (A) connecting the lower radiator to the vertical head.
Disconnect connector (B) from generator cable and connector (C) of the pick-up cable.
Loosen nuts (1) retaining the solenoid starter support.
B
A

Search in workshop manuals

The search option is currently available only for the workshop manuals. This feature allows to receive back a list of all procedure which have one or more words searched. The usage's modalities are two:

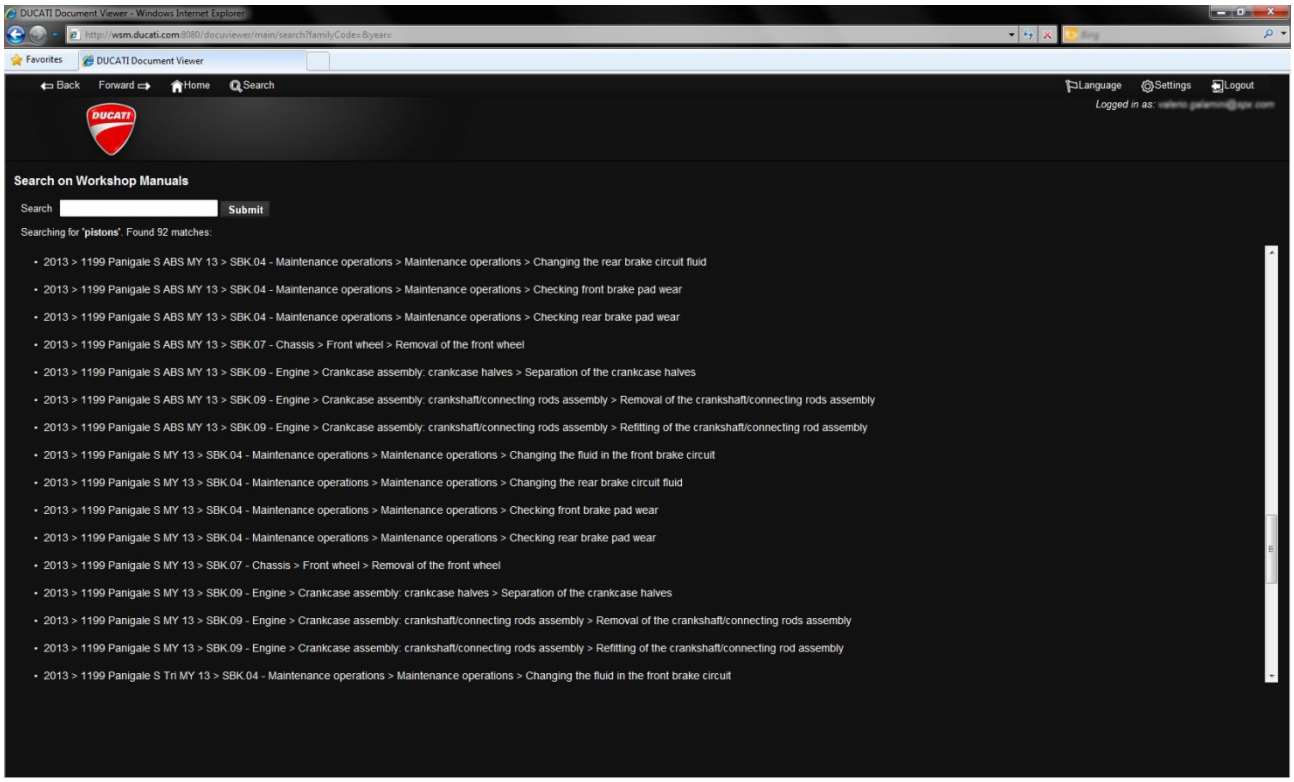
- Search on all the contents for all available workshop manuals;
- Search on the contents of the selected workshop manual.

The search of all keywords present in the contents of all available workshop manuals, occurs, from the families selection page, by clicking on the 'Search' button.



Instead, to search just on the contents of one specific workshop manual, get access to it, by selecting family and model year (feature available only on the portal), and click on same 'Search' button.

In this case is written the family name and the base model year, on whose will be performed the search. Once has been written the content to be searched inside the 'Search' box, press 'Submit', and wait for the results.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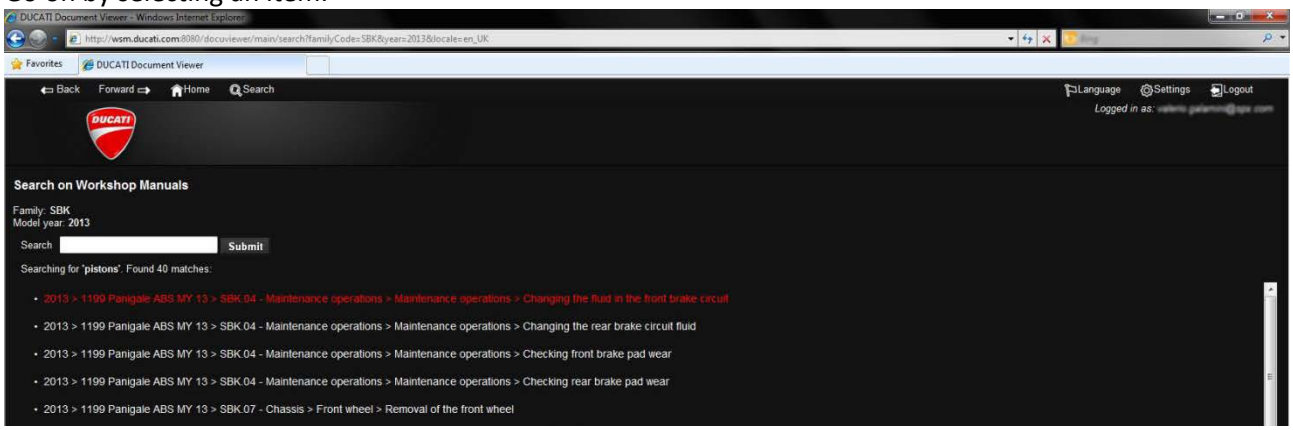
Search
Language
Settings
Logout
Search on Workshop Manuals
Search
Submit
Searching for 'pistons'. Found 92 matches:
2013 > 1199 Panigale S ABS MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Changing the rear brake circuit fluid
2013 > 1199 Panigale S ABS MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Checking front brake pad wear
2013 > 1199 Panigale S ABS MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Checking rear brake pad wear
2013 > 1199 Panigale S ABS MY 13 > SBK.07 - Chassis > Front wheel > Removal of the front wheel
2013 > 1199 Panigale S ABS MY 13 > SBK.09 - Engine > Crankcase assembly: crankcase halves > Separation of the crankcase halves
2013 > 1199 Panigale S ABS MY 13 > SBK.09 - Engine > Crankcase assembly: crankshaft/connecting rods assembly > Removal of the crankshaft/connecting rods assembly
2013 > 1199 Panigale S ABS MY 13 > SBK.09 - Engine > Crankcase assembly: crankshaft/connecting rods assembly > Refitting of the crankshaft/connecting rod assembly
2013 > 1199 Panigale S MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Changing the fluid in the front brake circuit
2013 > 1199 Panigale S MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Changing the rear brake circuit fluid
2013 > 1199 Panigale S MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Checking front brake pad wear
2013 > 1199 Panigale S MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Checking rear brake pad wear
2013 > 1199 Panigale S MY 13 > SBK.07 - Chassis > Front wheel > Removal of the front wheel
2013 > 1199 Panigale S MY 13 > SBK.09 - Engine > Crankcase assembly: crankcase halves > Separation of the crankcase halves
2013 > 1199 Panigale S MY 13 > SBK.09 - Engine > Crankcase assembly: crankshaft/connecting rods assembly > Removal of the crankshaft/connecting rods assembly
2013 > 1199 Panigale S MY 13 > SBK.09 - Engine > Crankcase assembly: crankshaft/connecting rods assembly > Refitting of the crankshaft/connecting rod assembly
2013 > 1199 Panigale S Tri MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Changing the fluid in the front brake circuit

Any resulting row correspond to one procedure of the workshop manual: it will be identified the model year, the full name of the version, the related section and the title.
Go on by selecting an item.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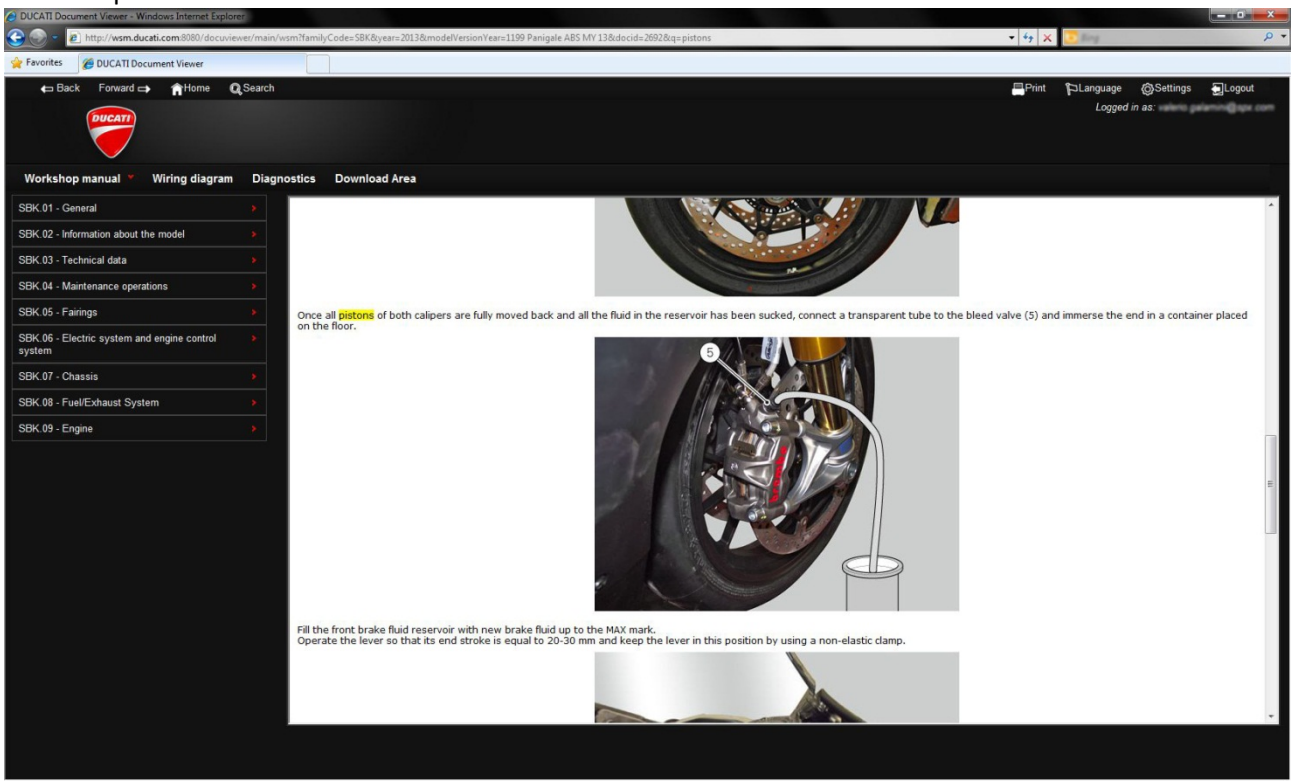
Search
Language
Settings
Logout
Logged in as:
Search on Workshop Manuals
Family: SBK
Model year: 2013
Search
Submit
Searching for "pistons". Found 40 matches:
2013 > 1199 Panigale ABS MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Changing the fluid in the front brake circuit
2013 > 1199 Panigale ABS MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Changing the rear brake circuit fluid
2013 > 1199 Panigale ABS MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Checking front brake pad wear
2013 > 1199 Panigale ABS MY 13 > SBK.04 - Maintenance operations > Maintenance operations > Checking rear brake pad wear
2013 > 1199 Panigale ABS MY 13 > SBK.07 - Chassis > Front wheel > Removal of the front wheel

Click to open the service.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SBK.05 - Fairings
SBK.06 - Electric system and engine control system
SBK.07 - Chassis
SBK.08 - Fuel/Exhaust System
SBK.09 - Engine
Once all pistons of both calipers are fully moved back and all the fluid in the reservoir has been sucked, connect a transparent tube to the bleed valve (5) and immerse the end in a container placed on the floor.
5
Fill the front brake fluid reservoir with new brake fluid up to the MAX mark.
Operate the lever so that its end stroke is equal to 20-30 mm and keep the lever in this position by using a non-elastic clamp.

NOTE: all found words, will be marked in yellow.